# HP FAX-700 Facsimile Machine
# HP FAX-750 Facsimile Machine
# HP FAX-900 Facsimile Machine
# HP FAX-950 Facsimile Machine

**HP Part No: 5962-9599EUS**
**Printed in U.S.A.**

**First Edition – December 1994**

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# Publication History

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# Conventions

This guide uses the following conventions:

| | |
|---|---|
| **Caution** | Caution messages appear before or after procedures which, if not observed, could result in loss of data or in damage to equipment. |
| **Warning** | Warning messages signal a specific procedure or practice which, if not followed correctly, could cause personal injury. |
| **Note** | Notes contain important information set off from the text. |

# About This Guide

This guide is designed as a reference for people who provide post-sale technical support to end users of the HP FAX-700, HP FAX-750, HP FAX-900, and HP FAX-950 facsimile machines. It represents a collection of information gathered from Hewlett-Packard's dealer and end-user support organizations. The purpose of this guide is to provide answers to frequently asked questions and solutions to common problems.

While the content of this guide is comprehensive, it is not all inclusive. Therefore, it is not a substitute for other types of product documentation, such as user's and reference manuals. Additional reference information or updates may be obtained by using the resources located in chapter 6, Service and Support Information.

## Organization

This guide is organized to help you quickly locate the information you need. You will find a table of contents at the beginning of each chapter and a comprehensive index at the back of the guide.

Your constructive criticism concerning this guide will help us create better guides in the future. If you have comments, please complete the Reader's Comment Sheet located at the front of the guide.

## Updates

Updates and corrections to this guide will be made available through HP FIRST at (800) 333-1917. (Must call using a Group 3 fax machine.)

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# Product Information


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## Introduction

This Technical Support Solutions Guide contains information necessary to support the HP FAX-700, HP FAX–750, HP FAX-900, and HP FAX-950 facsimile (fax) machines. This guide is divided into six chapters as follows:

- Chapter 1 Product Information
- Chapter 2 Installation and Configuration
- Chapter 3 Operation and Usage
- Chapter 4 Optimization
- Chapter 5 Problem Resolution
- Chapter 6 Service and Support Information

## Fax Product Technology

HP fax machines are standalone systems designed to send and receive facsimiles by way of telephone lines. Internally, the system includes a modem, document scanner, and a printer. External features often include an automatic document feeder, telephone handset, telephone line jack, and control panel. The user plugs the unit into a standard phone jack, like an ordinary telephone or answering machine, and it is ready to send and receive documents.

### Technical Overview

Telephone networks are duplex analog lines because they were originally designed to carry only voice signals in both directions. Because computer data is encoded digitally, a “translator” is needed to convert the digital data to an analog signal. These translators, or modems (modulator/demodulator), are used at each end of the phone line.

The sending modem converts the digital data to analog data by varying the frequency, phase, or amplitude of the signal to represent the data bits. The receiving modem converts the analog signal back to digital data. The sending and receiving systems communicate using agreed-upon protocols or standards.

HP fax machines are CCITT Group 3 standard machines. These Group 3 machines use a digital coding scheme to convert the scanned image data into ones and zeroes. The schemes used are Modified Read (MR), Modified Huffman (MH), and Modified Modified Read (MMR). The digitally coded scanned image is converted to analog form by a modem before being transmitted by way of the telephone line. Images received by way of the telephone line are in analog form and must be converted into a digitally coded image by the modem.

See Figure 1-1 for a simple diagram of the transmission process for Group 3 machines.

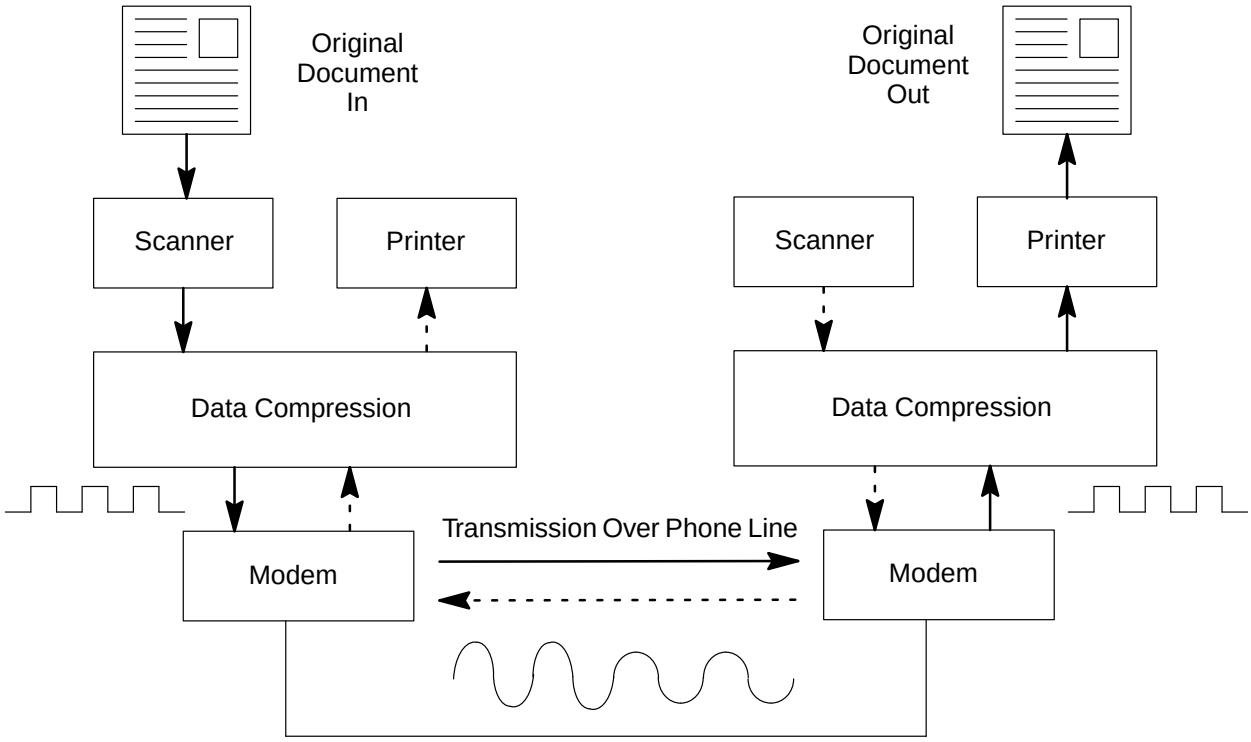


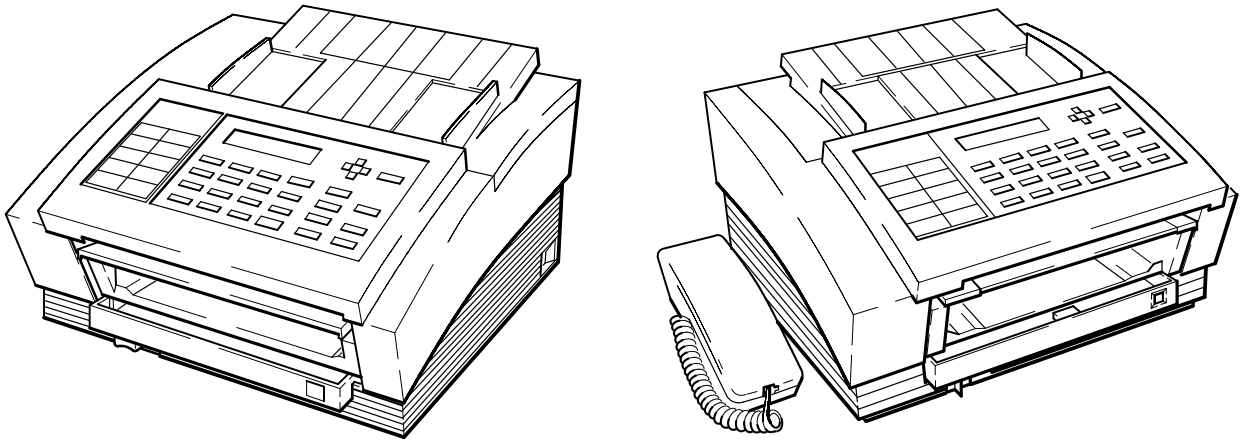

**Figure 1-1. Simple Diagram of Transmission Between Fax Machines**

## Product Description

The following paragraphs describe the HP FAX-700, HP FAX–750, HP FAX-900, and HP FAX-950 Facsimile Machines.

### HP FAX-700 and FAX-750 Description

The HP FAX-700 and HP FAX–750 are standalone plain paper inkjet facsimile (fax) machines. They are CCITT group 3-ECM compatible. Designed to fit on a desktop, the fax machines weigh 8.39 kg (18.5 lb) for the HP FAX-700 and 8.72 kg (19.25 lb) for the HP FAX-750. They are full-featured business fax machines with quick dialing for 50 stations, consisting of 40 auto dial and 10 one-touch buttons. They use cut sheet plain paper and 51626A print cartridges. They include 250 KB of memory for broadcasting, delayed transmission, and memory reception. The HP FAX-700 and HP FAX-750 have telephone/facsimile switching and a telephone answering machine interface. They also can act as convenience copiers. Other features include polling, auto-redial, semi-dual access, and transmission confirmation through printed reports or the front panel. Features of the HP FAX-700 and HP FAX-750 are compared with other HP fax machines in Table 1-2. See Figure 1-2 on the next page for a line drawing of these facsimile machines.

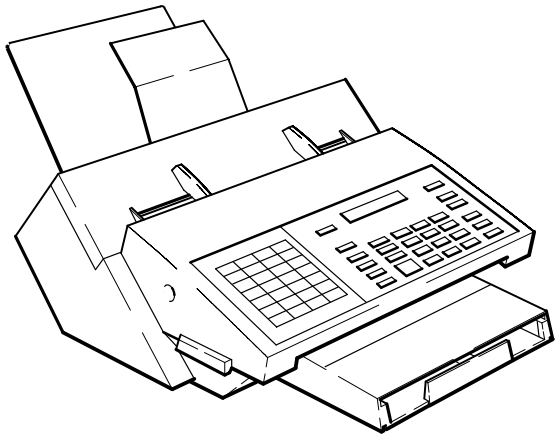



750-1 & 750-2

**Figure 1-2. HP FAX-700 and FAX-750 Facsimile Machines**

## HP FAX-900 and FAX-950 Description

The HP FAX-900 is a stand alone plain paper inkjet facsimile (fax) machine. It is CCITT Group 3-ECM compatible. Designed to fit on a desktop, the fax machine weighs 8.5 kg (18.7 lb). The HP FAX-900 is a full-featured business fax machine with speed dialing for 50 stations, consisting of 34 speed-dialing and 16 one-touch keys. The HP FAX-900 uses cut sheet plain paper and thermal inkjet cartridges. The HP FAX-900 includes 250 KB of memory for broadcasting, delayed transmission, and memory reception of up to 12 pages. The HP FAX-900 has both telephone/facsimile switching and a telephone answering machine interface with distinctive ring. It also acts as a convenience copier. Other features include polling, auto-redial, semi-dual access, and transmission confirmation through reports or the front panel. Features of the HP FAX-900 are compared with other HP fax machines in Table 1-2. See Figure 1-3 for a line drawing of the HP FAX-900:

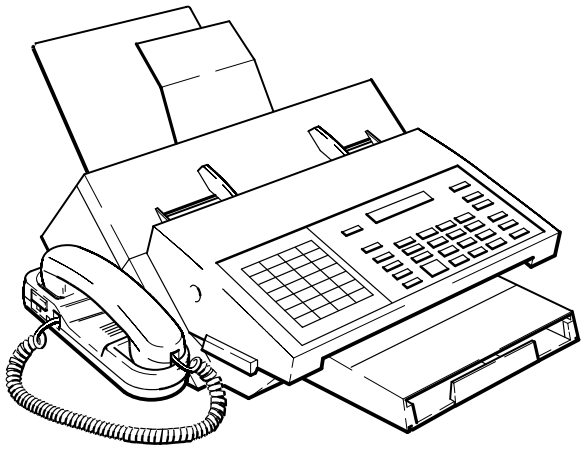


900–7

**Figure 1-3. HP FAX-900 Facsimile Machine**

The HP FAX-950 is a stand alone plain paper inkjet facsimile (fax) machine. It is CCITT group 3-ECM compatible. Designed to fit on a desktop, the fax machine weighs 8.5 kg (18.7 lb). The HP FAX-950 is a full-featured business fax machine with speed dialing for 100 stations, consisting of 72 speed-dialing, 24 one-touch keys, and 4 program keys.

The HP FAX-950 uses cut sheet plain paper and thermal inkjet cartridges. The HP FAX-950 includes 512 KB of memory (expandable up to 2.5 MB for broadcasting, delayed transmission, and memory reception of up to 28 pages. The HP FAX-950 has telephone/facsimile switching, a telephone answering machine interface with distinctive ring, and a handset. It also acts as a convenience copier. Features of the HP FAX-950 are compared with other HP fax machines in Table 1-2. See Figure 1-4 for a line drawing of the HP FAX-950.



950–7

**Figure 1-4. HP FAX-950 Facsimile Machine**

## Product Features and Comparison

Table 1-1 describes the features of the HP fax machines described in this guide, and Table 1-2 gives a brief comparison of selected facsimile machines within the Hewlett-Packard line.

**Table 1-1. HP Fax Machine Features**

| Capability | Description | 700 | 750 | 900 | 950 |
|---|---|---|---|---|---|
| Shares a single line with Telephone and TAM (Telephone Answering Machine) | Distinguishes between voice calls and fax calls. | ● | ● | ● | ● |
| One-touch Dialing | Control-panel buttons programmed with telephone numbers for faster dialing. | ● | ● | ● | ● |
| Speed (Auto) Dialing | A two-digit number represents a telephone number. | ● | ● | ● | ● |
| Program Keys | Used to perform deferred transmission and polling, as group dialing, or as extra one-touch keys. | | | | ● |
| Group Dialing | The ability to broadcast a document or documents to groups of individuals. | ● | ● | | |
| Fax Parameters (Settings) | Settings that allow the user or service person to customize the fax for specific needs. | ● | ● | ● | ● |
| Halftone Scanning (Photograph Mode) | The ability to interpret shades of gray into dot patterns to produce an appearance of gray in an image. This feature improves the image quality of photographs. | ● | ● | ● | ● |
| Error Correction Mode | Detects errors that occur during the transmission of a document and automatically requests retransmission of the erroneous portion. | ● | ● | ● | ● |
| Automatic Journals | A facsimile can be set to print a summary sheet of each transmission or polling operation, or a summary sheet of the last 32 transactions. | ● | ● | ● | ● |

**Table 1-1. HP Fax Machine Features (Continued)**

| Capability | Description | 700 | 750 | 900 | 950 |
|---|---|---|---|---|---|
| Polled | Ability to have a document in memory for another station to retrieve. | ● | ● | | ● |
| Polling | The ability to call other stations to retrieve information. | ● | ● | ● | ● |
| Passwords | Private codes selected by the user to prevent information being sent to the wrong station or unauthorized access by people and other faxes. | | | | ● |
| Deferred Communication | The ability to delay transmission to another station. | ● | ● | ● | ● |
| Relayed Transmission | Sending documents to relay stations to be forwarded to receiving end stations. The FAX−950 can send to a relay station, but cannot be used as a relay station. | | | | ● |
| Confidential Mailboxes (See note.) | Allows documents received into memory to be retrieved only by a user entering a password. | | | | ● |
| Automatic and Fixed Reduction | Print reduction modes which fit an incoming document onto a given paper size. | ● | ● | ● | ● |
| Automatic and Manual Dialing | Automatically redials if the line is busy or if there is no answer; retains the last number dialed for easier reuse. | ● | ● | ● | ● |
| Memory Transmission | Stores documents in memory for transmission. | ● | ● | ● | ● |
| Memory Reception | Can store received documents in memory before printing if the. fax machine is out of ink or paper. | | | | ● |

**Note:** The HP FAX-950 has a maximum of 7 confidential mailboxes.

**Table 1-2. Product Comparison**

| Feature | FAX-700 | FAX−750 | FAX-900 | FAX-950 |
|---|---|---|---|---|
| Plain Paper (100 sheet capacity) cut sheet printing of fax messages and copies | ● | ● | ● | ● |
| Easy front reloading | ● | ● | ● | ● |
| One-year warranty with overnight exchange | ● | ● | ● | ● |
| Multi-page automatic document feeder | 20 pages | 20 pages | 30 pages | 30 pages |
| Sequential broadcasting | 50 locations | 50 locations | 53 locations | 112 locations |
| **Automatic dialing:** | | | | |
| – Redial 5 times at 3 minute intervals | | | ● | ● |
| – Redial number of times set in fax parameters (15 max). 5 times at 1 minute intervals then once ea. 15 min. until total number is reached | ● | ● | | |
| – Scheduled dialing | 50 locations | 50 locations | 50 locations | 96 locations |
| – speed-dial* numbers | 50 | 50 | 34 | 72 |
| – one-touch dial keys | 10 (included in 50 speed-dial numbers) | 10 (included in 50 speed-dial numbers) | 16 | 24 |
| – Program Keys | | | | 4 |
| Memory (page) | 12 (Based on CCITT Test Chart #1 stored at standard resolution) | 12 (Based on CCITT Test Chart #1 stored at standard resolution) | 12 (Based on CCITT Test Chart #1 stored at standard resolution) (Customer expandable up to 150 pages) | 28 (Based on CCITT Test Chart #1 stored at standard resolution) (Customer expandable up to 150 pages) |

***** Called auto-dial numbers in the FAX-700 and FAX-750 User's Guide. There are 50 auto-dial numbers on the FAX-700 and FAX-750. The first 10 auto-dial numbers are also accessible through the 10 one-touch keys.

**Table 1-2. Product Comparison (Continued)**

| Feature | FAX-700 | FAX−750 | FAX-900 | FAX-950 |
|---|---|---|---|---|
| Remote diagnostics | ● | ● | ● | ● |
| Shares line with telephone and answering machine | ● | ● | ● | ● |
| Polling | 1 location | 1 location | 53 locations* | 112 locations |
| Out-of-paper reception | ● | ● | ● | ● |
| Out-of-ink indicator | ● | ● | ● | ● |
| CCITT Standard Error Correction mode | ● | ● | ● | ● |
| Management reports | ● | ● | ● | ● |
| Four program function keys | | | | ● |
| Confidential transmission and reception | | | | ● |
| Confidential mail box | | | | ● |
| Relay transmission | | | | ● |
| Transmit and receive while printing | | | | ● |
| Phone handset | | ● | | ● |
| Adjustable handset ringer loudness | | ● | | ● |
| **Maximum Resolution:** | | | | |
| Sending | | | | |
| 203 dpi | ● | ● | ● | |
| 300 dpi | | | | ● |
| Receiving | | | | |
| 203 dpi | ● | ● | | |
| 300 dpi | | | ● | ● |

*FAX-900 can poll but can not be polled.

## Product Specifications

Product specifications for the HP facsimile machines are provided in Table 1-3, Table 1-4, and Table 1-5.

**Table 1-3. General Specifications**

| Specification | HP FAX-700 | HP FAX−750 | HP FAX-900 | HP FAX-950 |
|---|---|---|---|---|
| **Compatibility** | CCITT Group 3 | CCITT Group 3 | CCITT Group 3 | CCITT Group 3 |
| **Transmission Speed** | 9 seconds using Chart No. 1*, memory to memory, Standard resolution | 9 seconds using Chart No. 1, memory to memory, Standard resolution | 12 seconds using Chart No. 1, memory to memory, Standard resolution | 12 seconds using Chart No. 1, memory to memory, Standard resolution |
| **Coding Scheme** | Modified Huffman (MH)<br>Modified Read (MR)<br>Modified Modified Read (MMR) | Modified Huffman (MH)<br>Modified Read (MR)<br>Modified Modified Read (MMR) | Modified Huffman (MH)<br>Modified Read (MR)<br>Modified Modified Read (MMR) | Modified Huffman (MH)<br>Modified Read (MR)<br>Modified Modified Read (MMR) |
| **Modem** | Group 3**:** V.29, V.27 ter with fallback function and V.21 channel No. 2 | Group 3**:** V.29, V.27 ter with fallback function and V.21 channel No. 2 | Group 3**:** V.29, V.27 ter with fallback function and V.21 channel No. 2 | Group 3**:** V.29, V.27 ter with fallback function and V.21 channel No. 2 |
| **Modem Speed** | 9600, 7200, 4800, 2400 bps | 9600, 7200, 4800, 2400 bps | 9600, 7200, 4800, 2400 bps | 9600, 7200, 4800, 2400 bps |
| **Dialing Memory Capacity** | 50 stations (10 one-touch numbers and 40 auto-dial numbers.) Each station can store up to 36 characters per telephone number (digits, pauses, and spaces) and up to15 characters per name | 50 stations (10 one-touch numbers and 40 auto-dial numbers). Each station can store up to 36 characters per telephone number (digits, pauses, and spaces) and up to 15 characters per name | 50 stations (16 one-touch numbers and 34 speed dial numbers.) Each station can store up to 36 characters per telephone number (digits, pauses, and spaces) and up to 15 characters per name. | 100 stations (24 one-touch numbers, 4 program keys, and 72 speed-dial numbers.) Each station can store up to 36 characters per telephone number (digits, pauses, and spaces) and up to 15 characters per name |
| **Image Memory Capacity** | 12 pages (256 KB internal memory), based on Chart No. 1 at standard resolution | 12 pages (256 KB internal memory), based on Chart No. 1 at standard resolution | 12 pages (256 KB internal memory), based on Chart No. 1 at standard resolution | 28 pages (512 KB internal memory), based on Chart No. 1 at standard resolution |

**Table 1-3. General Specifications (Continued)**

| Specification | HP FAX-700 | HP FAX−750 | HP FAX-900 | HP FAX-950 |
|---|---|---|---|---|
| **Product Dimensions** | Width 345.4 mm (13.6 in)<br>Height 218.4 mm (8.6 in)<br>Depth 330.2 mm (13 in) | Width 429.3 mm (16.9 in)<br>Height 218.4 mm (8.6 in)<br>Depth 330.2 mm (13 in) | Width 401 mm (15.8 in)<br>Height: 267 mm (10.5 in)<br>Depth: 597 mm (23.5 in) | Width 478 mm (18.8 in)<br>Height: 267 mm (10.5 in)<br>Depth: 597 mm (23.5 in) |
| **Product Weight** | 8.99 kg (19 lb) (excluding paper) | 9.46 kg (20 lb) (excluding paper) | 8.6 kg (19 lb) (excluding paper) | 8.6 kg (19 lb) (excluding paper) |
| **Operating Temperature (Electronics)** | 0 °C to 40 °C<br>32 °F to 104 °F | 0 °C to 40 °C<br>32 °F to 104 °F | 5 °C to 35°C<br>41 °F to 95 °F | 5 °C to 35 °C<br>41 °F to 95 °F |
| **Optimum Operating Temperature** | 15 °C to 35 °C<br>59 °F to 95 °F | 15 °C to 35 °C<br>59 °F to 95 °F | 15 °C to 35 °C<br>59 °F to 95 °F | 15 °C to 35 °C<br>59 °F to 95 °F |
| **Non-Operating Temperature** | −40 °C to 75 °C<br>−40 °F to 167 °F | −40 °C to 75 °C<br>−40 °F to 167 °F | −30 °C to 60 °C<br>−22 °F to 140 °F | −30 °C to 60 °C<br>−22 °F to 140°F |
| **Operating Humidity** | 15% to 95% RH | 15% to 95% RH | 20% to 70% RH | 20% to 70% RH |
| **Optimum Humidity** | 20% to 80 % RH | 20% to 80 % RH | 20% to 80 % RH | 20% to 80 % RH |
| **Non-Operating Humidity** | 5% to 95% RH | 5% to 95% RH | 5% to 80% RH | 5% to 80% RH |
| **Configuration Battery Backup** | Maintains dialing and configuration memory for at least 10 days. Requires 2 days of power on to fully charge the battery. | Maintains dialing and configuration memory for at least 10 days. Requires 2 days of power on to fully charge the battery. | Maintains dialing and configuration memory for at least10 days. Requires 2 days of power on to fully charge the battery. | Maintains dialing and configuration memory for at least 10 days. Requires 2 days of power on to fully charge the battery. |
| **Voltage** | 100 - 127 Vac | 100 - 127 Vac | 108 - 132 Vac or 200 - 240 Vac (dependent on country version) | 108 - 132 Vac or 200 - 240 Vac (dependent on country version) |

This table is continued on the next page

**Table 1-3. General Specifications (Continued)**

| Specification | HP FAX-700 | HP FAX−750 | HP FAX-900 | HP FAX-950 |
|---|---|---|---|---|
| **Current (max)** | 1.0 A (1000 ma) | 1.0 A (1000 ma) | 0.6 A (600 mA) | 0.6 A (600 mA) |
| **Frequency** | 47 - 63 Hz | 47 - 63 Hz | 47 - 63 Hz | 47 - 63 Hz |
| **Power Consumption (Approximate)** | | | | |
| **Standby** | 10 W | 10 W | 11 W | 11 W |
| **Sending** | 25 W | 25 W | 25 W | 25 W |
| **Receiving** | 30 W | 30 W | 16 W | 16 W |
| **Copying** | 30 W | 30 W | 29 W | 29 W |
| **Maximum** | 45 W | 45 W | 40 W | 40 W |
| **Acoustics (Approximate in all operating modes)** | 50 dBA | 50 dBA | 50 dBA | 50 dBA |

**Table 1-4. HP FAX-700 and FAX-750 Power Supply Output Conditions**

| | +5 VD | +5 VA | | | +24 VH | +24 VM |
|---|---|---|---|---|---|---|
| **Rated Output Voltage** | 5.0 V | | +12 V | –12 V | +24 V | |
| **Rated Output Current** | 1.2 A | 1.2 A | 0.1 A | 0.1 A | 0.6 A | 0.5 A |
| **Min. Output Current** | 0.2 A | 0.2 A | 0.01 A | 0.01 A | 0.6 A | 0.5 A |
| **Momentary Peak Current** | 1.8 A | 1.8 A | 0.1 A | 0.1 A | 2.1 A | 1.3 A<br>Total 3.4 A |
| **Total Variation** | ±5% | ±5% | ±5% | ±5% | ±2% | ±7% |
| **Ripple Noise** | 100 mV p-p | 100 mV p-p | 100 mV p-p | 100 mV p-p | 50 mV p-p | 50 mV p-p |
| **High Current Protection** | Short Protection (Drop Type or letter type) | | | | | |

**Table 1-5. Scanner Specifications**

| Specification | HP FAX-700 | HP FAX−750 | HP FAX-900 | HP FAX-950 |
|---|---|---|---|---|
| **Scanning Method** | Solid state charge-coupled device | Solid state charge-coupled device | Solid state charge-coupled device | Solid state charge-coupled device |
| **Document Size** | Min. width: 148 mm (5.83 in) Min. length: 128 mm (5.04 in) Max. width: 216 mm (8.5 in) Max. length: 356 mm (14 in) [A single document 2000 mm (78.74 in) long can be sent with assistance.] | Min. width: 148 mm (5.83 in) Min. length: 128 mm (5.04 in) Max. width: 216 mm (8.5 in) Max. length: 356 mm (14 in) [A single document 2000 mm (78.74 in) long can be sent with assistance.] | Min. width: 148 mm (5.83 in) Min. length: 128 mm (5.04 in) Max. width: 216 mm (8.5 in) Max. length: 356 mm (14 in) [A single document 2000 mm (78.74 in) long can be sent with assistance.] | Min. width: 148 mm (5.83 in) Min. length: 128 mm (5.04 in) Max. width: 216 mm (8.5 in) Max. length: 356 mm (14 in) [A single document 2000 mm (78.74 in) long can be sent with assistance.] |
| **Document Thickness Single Page:** | 0.006 mm to 0.15 mm (0.0024 in to 0.0059 in) | 0.006 mm to 0.15 mm (0.0024 in to 0.0059 in) | 0.006 mm to 0.15 mm (0.0024 in to 0.0059 in) | 0.006 mm to 0.15 mm (0.0024 in to 0.0059 in) |
| **Document Thickness Multiple Pages** | 0.006 mm to 0.14 mm (0.0024 in to 0.0055 in) | 0.006 mm to 0.14 mm (0.0024 in to 0.0055 in) | 0.006 mm to 0.14 mm (0.0024 in to 0.0055 in) | 0.006 mm to 0.14 mm (0.0024 in to 0.0055 in) |
| **Document Weight Single Page:** | 16 lb to 24 lb | 16 lb to 24 lb | 12 lb to 30 lb | 12 lb to 30 lb |
| **Document Weight Multiple Pages:** | 16 lb to 24 lb | 16 lb to 24 lb | 16 lb to 24 lb | 16 lb to 24 lb |
| **Effective Scanning Width** | 216 mm (8.35 in) | 216 mm (8.35 in) | 212 mm (8.35 in) | 212 mm (8.35 in) |
| **Resolution (Standard)** | (203 dpi x 98 dpi) 8 dots/mm x 3.85 dots/mm | (203 dpi x 98 dpi) 8 dots/mm x 3.85 dots/mm | 203 dpi x 98 dpi (8 dots/mm x 3.85 dots/mm) | 300 dpi x 98 dpi 11.8 dots/mm 3.85 dots/mm) |
| **Resolution (Fine)** | (203 dpi x 196 dpi) 8 dots/mm x 7.7 dots/mm | (203 dpi x 196 dpi) 8 dots/mm x 7.7 dots/mm | 203 dpi x 196 dpi (8 dots/mm x 7.7 dots/mm) | 300 dpi x 196 dpi 11.8 dots/mm x 7.7 dots/mm) |
| **Resolution (Local Copy)** | (203 dpi x 300 dpi) 8 dots/mm x 11.8 dot/mm | (203 dpi x 300 dpi) 8 dots/mm x 11.8 dots/mm | | |

**Table 1-5. Scanner Specifications (Continued)**

| Specification | HP FAX-700 | HP FAX−750 | HP FAX-900 | HP FAX-950 |
|---|---|---|---|---|
| **Maximum Resolution** | 203 dpi sending<br>203 dpi receiving | 203 dpi sending<br>203 dpi receiving | 203 dpi sending<br>300 dpi receiving | 300 dpi sending<br>300 dpi receiving |
| **ADF Capacity (automatic document feeder)** | 20 pages (20 lb paper) | 20 pages (20 lb paper) | 30 pages (20 lb paper or less)<br>20 pages if paper > 20lb | 30 pages (20 lb paper or less)<br>20 pages if paper > 20lb |
| **Halftone** | 32 levels | 32 levels | 64 levels | 64 levels |
| **Reduction Ratio (Fixed)** | 70% to 100% in 1% increments | 70% to 100% in 1% increments | 70% to 100% in 1% increments | 70% to 100% in 1% increments |
| **Reduction Ratio (Automatic)** | Automatically reduces to fit on a page | Automatically reduces to fit on a page | Automatically reduces to fit on a page | Automatically reduces to fit on a page |

## Print Cartridges

The HP fax machines described in this manual use one black print cartridge. See Table 1-7 for part numbers.

When printing *text only* on letter-size media, ink lasts for about 500 to 1000 pages. Text used was CCITT test image number 1, the Slerexe Company letter. If text of greater density is printed or quality mode is used, results may vary considerably. If the ink lasts much less than 1000 pages, ensure that you have removed **both** tapes from the print cartridge before beginning to use it, and that the conductive part of the cartridge surface was not contaminated when the print cartridge was removed from its box before installation.

## Media

The HP fax machines described in this manual work with ordinary bond and photocopy papers. Paper properties are subject to change by paper manufacturers, and Hewlett-Packard has no control over such changes. For optimum print quality, test paper (printing on both sides) for suitability, before you purchase large quantities.

Use plain bond or white photocopy paper of high quality. It should be free of:

- Cuts or tears
- Grease spots
- Loose particles
- Dust
- Wrinkles
- Curled or bent edges

Colored bond and photocopy paper (such as pink, yellow, or blue) can be used, as long as it meets the specifications in Table 1-6.

**Table 1-6. Paper Specifications**

| | |
|---|---|
| **Paper Size** | U.S. letter (8 1/2 in x 11 in)<br>U.S. legal (8 1/2 in x 14 in)<br>A4 (210 mm x 297 mm) |
| **Effective Printing Width** | See Figure 1-5 and Figure 1-6 |
| **Paper Type** | Cut sheet |
| **Cut Edge Conditions** | Sharp blade cut, with no visible fray |
| **Finishing Dimensions** | ±0.0313 inch of nominal, corners 90° ± 0.20° |
| **Paper Grain** | Long grain |
| **Moisture Content** | 4% to 6% by weight |
| **Opacity** | 84% minimum |
| **Packaging** | Polylaminated moisture-proof ream wrap |
| **Paper weight** | 60 to 90 g/m$^2$ (16 lb to 24 lb) |
| **Wax Pick** | 2 inch minimum (Dennison) |

When loading paper into the fax, observe the following precautions:

- Handle all paper by the edges only
- Load all paper types the same way
- Use only one paper type in the printer's paper tray at a time
- Always load paper print side up in the media tray

Plain paper has a print side which is not visible to the naked eye, so before removing paper from its package for use in the printer, check the outside package label. The print side will be indicated by an arrow or other symbol on the label.

Avoid the following types of media:

- Paper greater than 90 g/m$^2$ (24 lb) or less than 60 g/m$^2$ (16 lb)
- Paper with cutouts or perforations
- Multiple part forms
- Paper sizes other than those listed in this document

## Media Print Area (FAX-700 and FAX–750)

The maximum printable area for the HP FAX-700 and HP FAX–750 is shown in Figure 1-5.

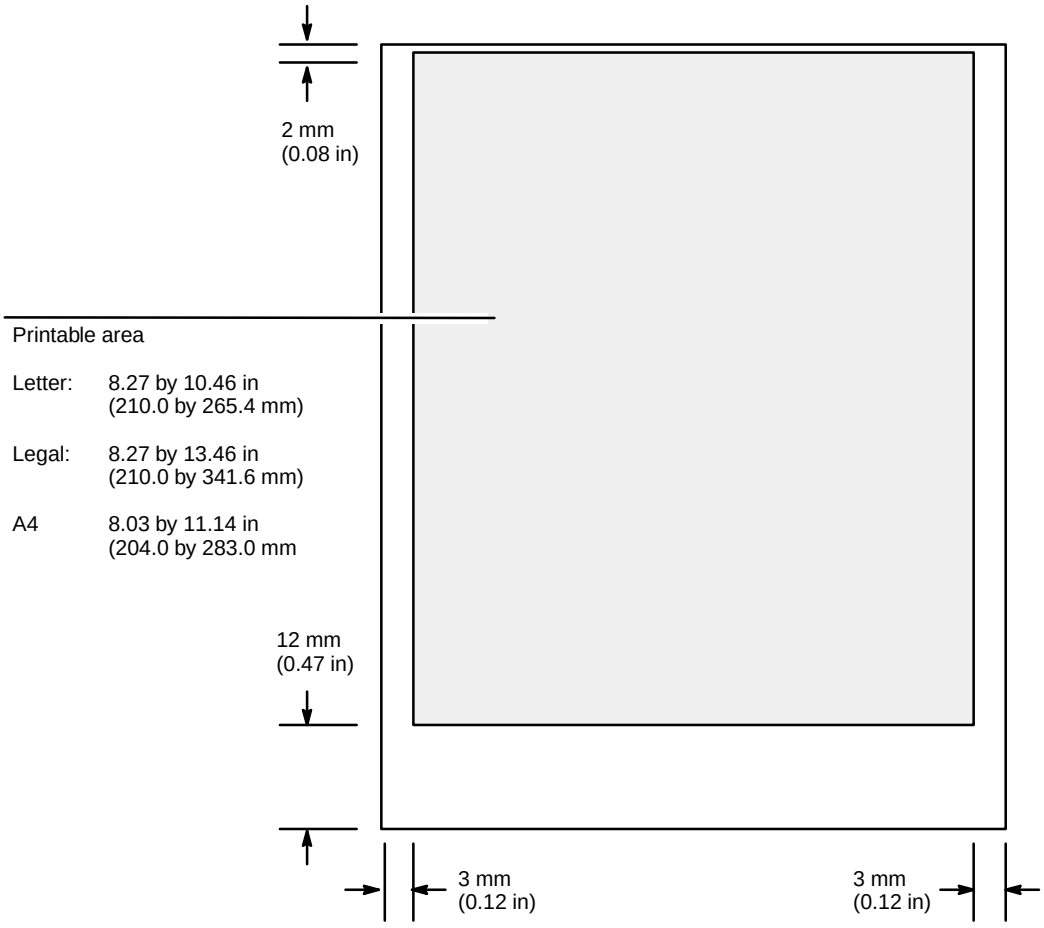



**Figure 1-5. Maximum Media Print Area (FAX-700 and FAX−750)**

## Media Print Area (FAX-900 and FAX-950)

The maximum printable area for the HP FAX-900 and HP FAX-950 is shown in Figure 1-6.

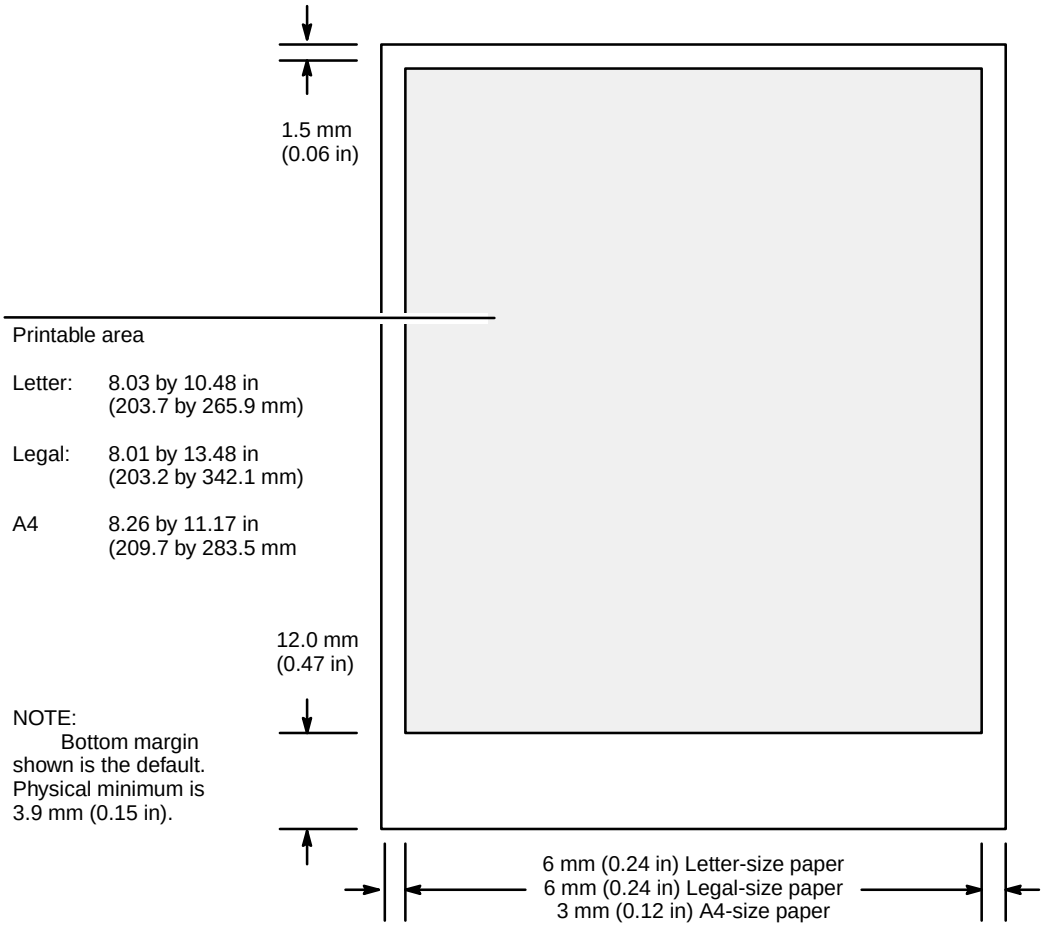

1.5 mm
(0.06 in)
Printable area
Letter: 8.03 by 10.48 in
(203.7 by 265.9 mm)
Legal: 8.01 by 13.48 in
(203.2 by 342.1 mm)
A4 8.26 by 11.17 in
(209.7 by 283.5 mm
12.0 mm
(0.47 in)
NOTE:
Bottom margin shown is the default. Physical minimum is 3.9 mm (0.15 in).
6 mm (0.24 in) Letter-size paper
6 mm (0.24 in) Legal-size paper
3 mm (0.12 in) A4-size paper

**Figure 1-6. Maximum Media Print Area (FAX-900 and FAX-950)**

## Ordering Information

The Hewlett-Packard facsimile products are listed in Table 1-7. *Availability, technical information and items shipped with the fax machine are subject to change without notice.* Additional documentation is listed in Table 1-8..

**Table 1-7. Ordering Information**

| Product | | HP Part Number |
|---|---|---|
| *HP FAX-700 Facsimile Machine* which includes: Print Cartridge, Power Cord, Telephone Line Cord, and User's Guide. See also Figure 2-1. | | C3530A |
| *HP FAX−750 Facsimile Machine* which includes: Print Cartridge, Handset, Handset Cradle, Handset Cord, Power Cord, Telephone Line Cord, and User's Guide. See also Figure 2-2. | | C3781A |
| *HP FAX-900 Facsimile Machine* which includes: User's Guide, Print Cartridge (Boxed), Document Out Tray, Document In Tray, Paper Supply Tray, and Line Cord (Telephone). | | C3510A |
| *HP FAX-950 Facsimile Machine* which includes: User's Guide, Print Cartridge (Boxed), Document Out Tray, Document In Tray, Handset, Paper Supply Tray, Handset Cable, and Line Cord (Telephone). | | C3520A |
| Users Guide HP FAX-700 and HP FAX-750 | English (U.S. & U.K.)<br>Spanish | C3530-90001<br>C3530-90006 |
| User's Guide HP FAX-900 | English<br>French<br>Italian<br>German<br>Spanish | C3510-90001<br>C3510-90003<br>C3510-90004<br>C3510-90005<br>C3510-90006 |
| User's Guide HP FAX-950 | English<br>French<br>Italian<br>German<br>Spanish | C3520-90001<br>C3520-90003<br>C3520-90004<br>C3520-90005<br>C3520-90006 |
| Print Cartridge (High Capacity) HP FAX-700 and 750 | Black | 51626A |
| Print Cartridge (High Capacity) HP FAX-900 and 950 | Black | 51626A |
| Single In-line Memory Module (SIMM) HP FAX 950 (Only) | 512 kilobyte<br>1 megabyte<br>2 megabyte | C3505A<br>C3506A<br>C3507A |

**Table 1-7. Ordering Information (continued)**

| Product | | HP Part Number |
|---|---|---|
| Paper: The HP fax machines described in this guide work with plain bond or white photocopy paper. Recommended weight range is 16 to 24 lb (60 to 90 g/m$^{2)}$. | | NA |
| Telephone Assembly HP FAX 750: (Includes handset, handset base, and handset cord) | | C3781-60001 |
| Handset HP FAX-950 (Only) | | C3520-60005 |
| Handset Base HP FAX-950 (Only)<br>Handset Base HP FAX-950 (Only) UK | | C3520-60006<br>C3522-60003 |
| Handset Curl Cord (HP FAX-950) | | C3520-60007 |
| Cover, Rear | FAX-900<br>FAX-950 | C3510-60009<br>C3510-60009 |
| Paper Separator (Rubber Pad) | FAX-900<br>FAX-950 | C3510-60012<br>C3510-60012 |
| Paper Separator (Assembly) | FAX-700<br>FAX-750<br>FAX-900<br>FAX-950 | C3530-62913<br>C3530-62913<br>C3510-60013<br>C3510-60013 |
| One-touch Overlay | FAX-700<br>FAX-750<br>FAX-900<br>FAX-950 | C3530-85010<br>C3530-85010<br>C3510-60010<br>C3510-60008 |
| Verification Stamp | FAX-950 | 3520-60010 |
| Front Panel Overlay | FAX-700<br>FAX-750 | C3530-60010<br>C3581-60010 |
| Character Sheet | FAX-900<br>FAX-950 | C3510-60011<br>C3510-60009 |
| Paper Supply Tray | FAX-900<br>FAX-950 | C3510-60005<br>C3510-60005 |

**Table 1-7. Ordering Information (continued)**

| Product | | HP Part Number |
|---|---|---|
| Tray, Document Return | FAX-900 | C3510-60006 |
| | FAX-950 | C3510-60006 |
| Document IN Tray (Document Tray) | FAX-900 | C3510-60007 |
| | FAX-950 | C3510-60007 |
| Document OUT Tray (Recording Paper Tray) | FAX-900 | C3510-60008 |
| | FAX-950 | C3510-60008 |
| Cover, Rear | FAX-900 | C3510-60009 |
| | FAX-950 | C3510-60009 |
| Diagnostic ROM* | FAX-900 | C3510-60014 |
| | FAX-950 | C3510-60014 |

*NOTE: No special ROM is needed on the HP FAX-700 and FAX-750 to perform diagnostics.

**Table 1-8. Additional Documentation**

| Description | HP Part Number |
|---|---|
| HP Facsimile Technology Guide | C2136-90007 |
| HP Facsimile Family Technical Support Solutions Guide (HP FAX-200, FAX-310, FAX-900, and FAX-950) | 5091-8414EUS |
| HP Facsimile Family Technical Support Solutions Guide (HP FAX-700, FAX-750, FAX-900, and FAX-950) | 5962-9599EUS |

# 2

# Installation and Configuration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# 2

# Installation and Configuration

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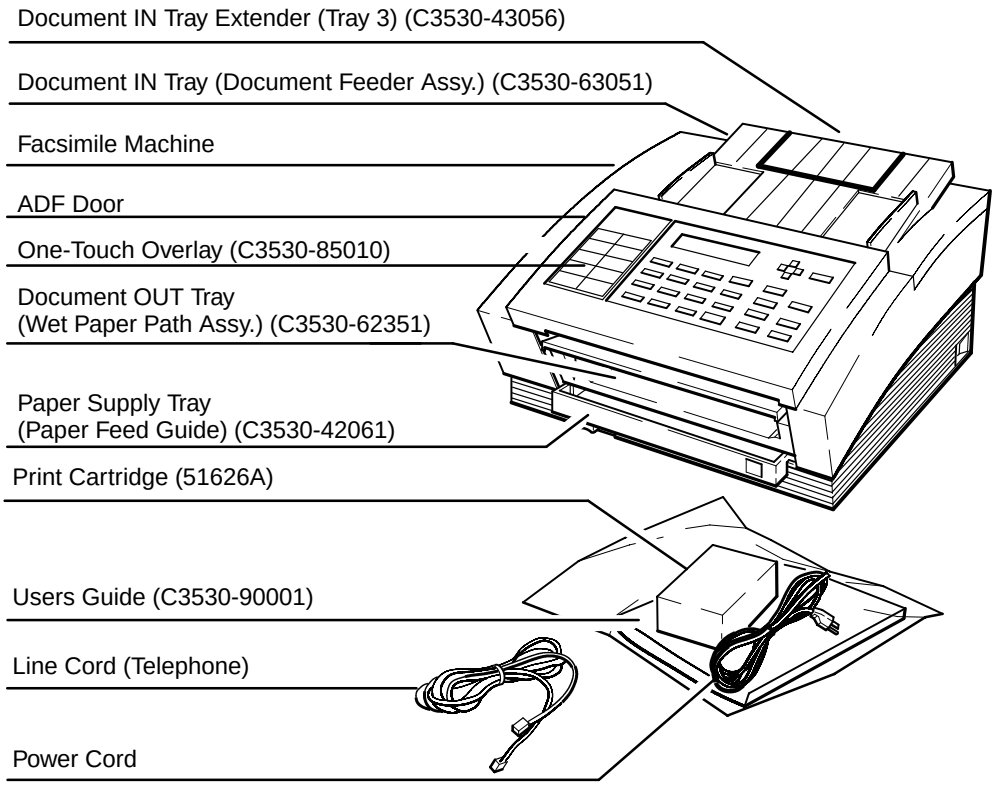
## Introduction

This chapter provides information about installing the control-panel overlay and print cartridge. Where applicable, it also provides information about installing the paper supply tray, ADF paper catcher tray, document OUT tray, document IN tray, expandable memory card, separator pad, and handset. Information about connecting the facsimile to the telephone line, a telephone, and an answering machine is also given. The final portion of the chapter tells how to configure the facsimile machines.

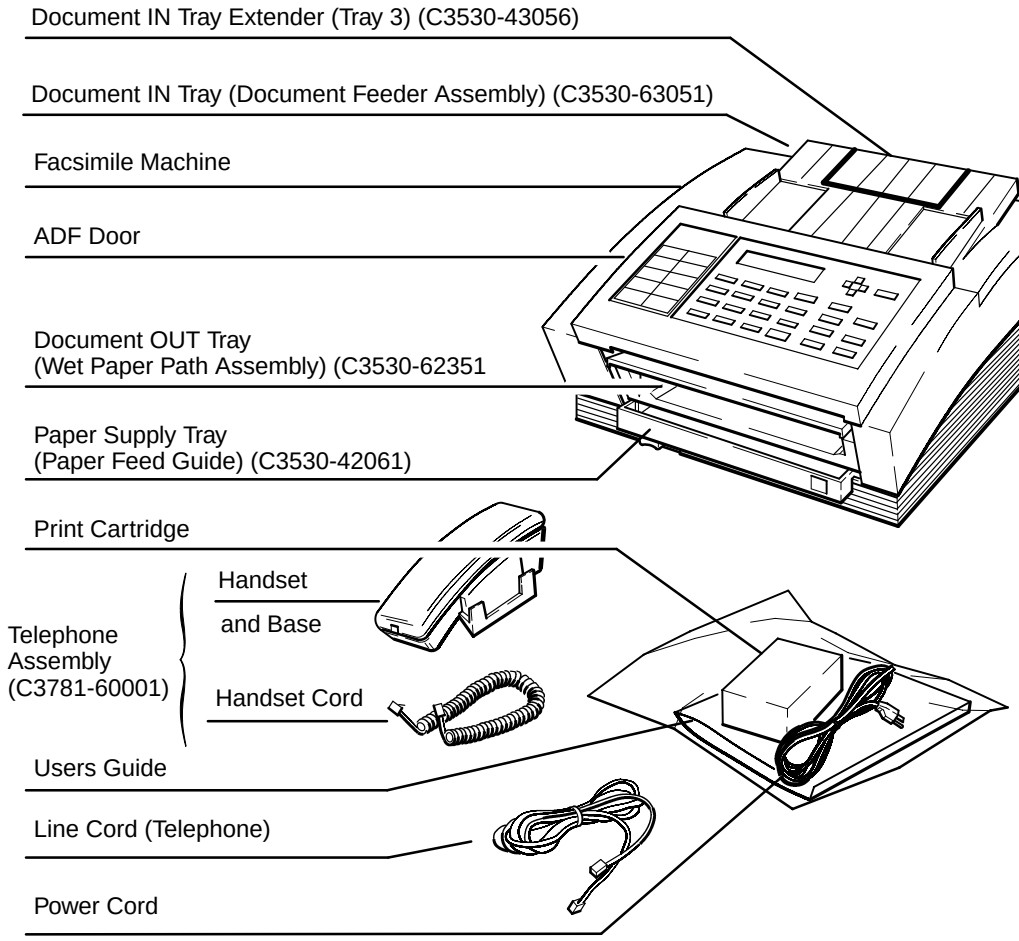
## Major Assembly Identification Views

Views of fax machine major assemblies are shown in Figure 2-1 through Figure 2-4.



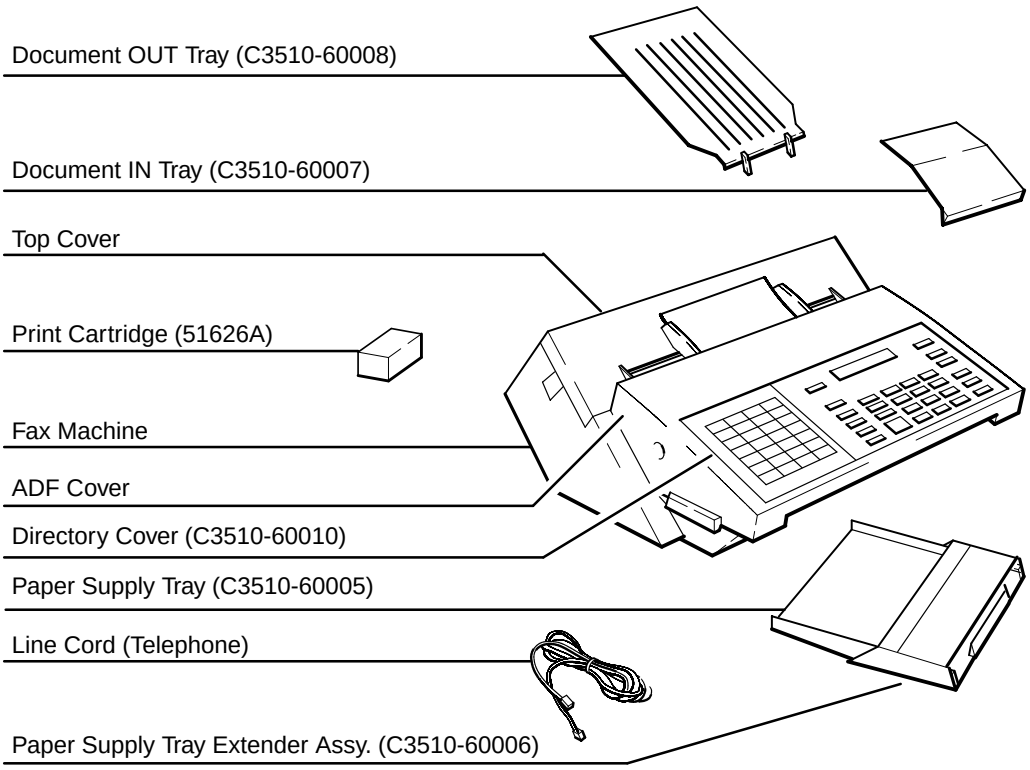

FAX700–3

**Figure 2-1. HP FAX-700 Major Assemblies**



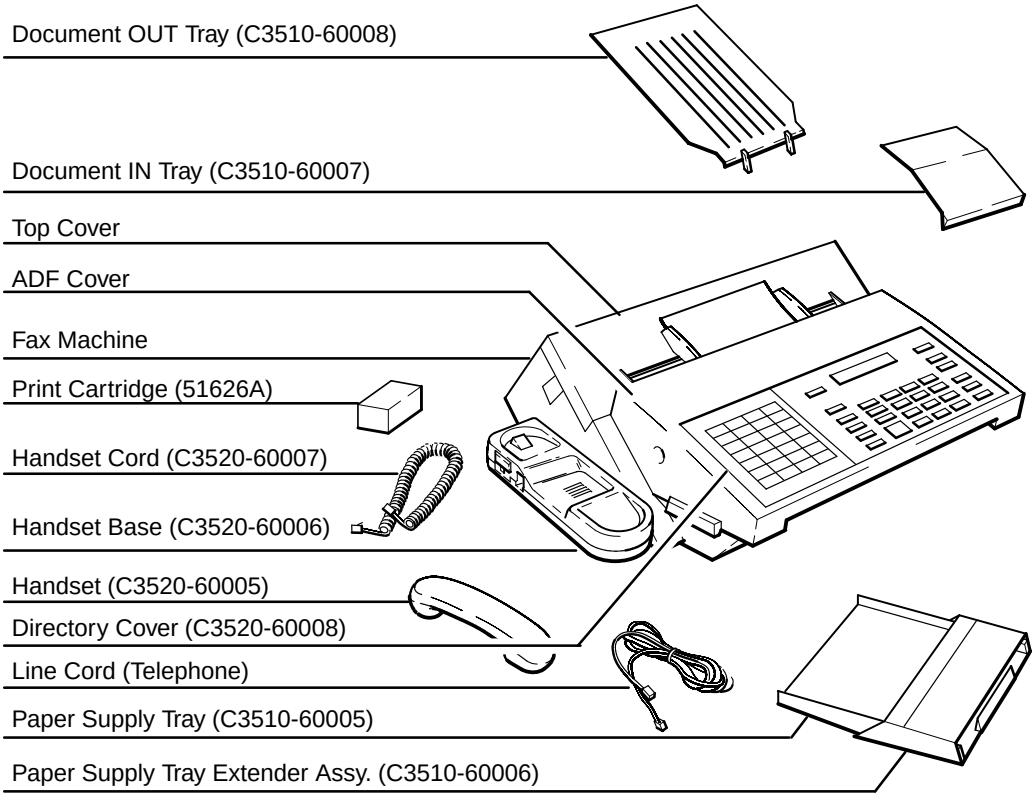

FAX-750-3

**Figure 2-2. HP FAX-750 Major Assemblies**




FAX900–1

**Figure 2-3. HP FAX-900 Major Assemblies**

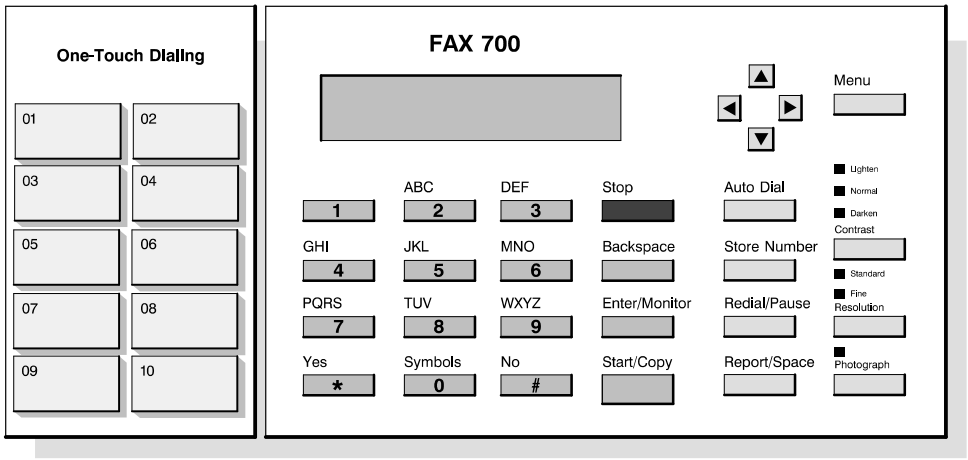



FAX950–1

**Figure 2-4. HP FAX-950 Major Assemblies**

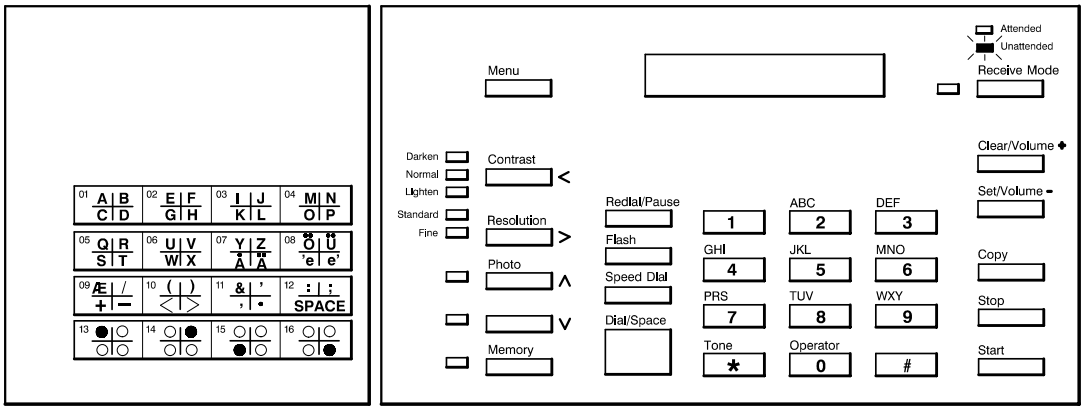
## Control Panel Overlay Views

The control panel overlays of the HP FAX-700 and HP FAX-750 are identical except for the fax number at the top center of the panel. Figure 2-5 is an illustration of the HP FAX–700 control panel with the overlay in place. The FAX-750 control panel is exactly the same except for the fax number. Figure 2-6 is an illustration of the HP FAX-900 control panel with the overlay in place. Figure 2-7 is an illustration of the HP FAX-950 control panel with the overlay in place.



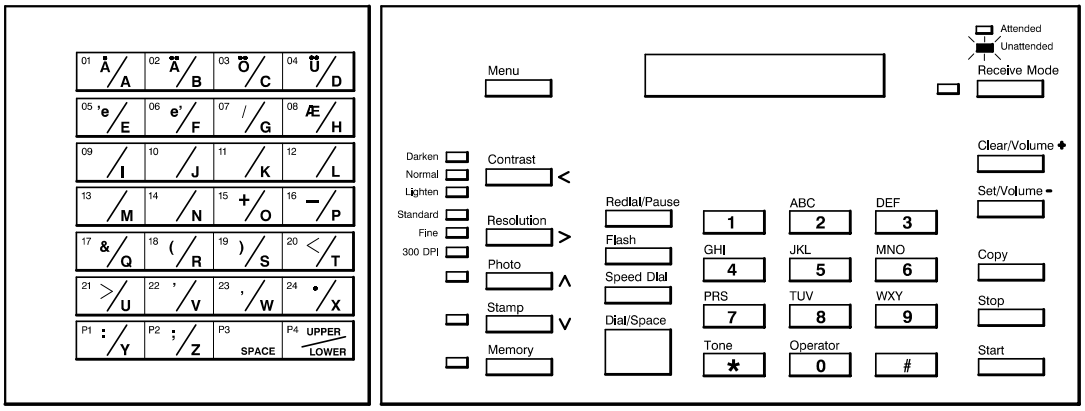

750-43

**Figure 2-5. Control Panel (HP FAX-700 and HP FAX-750)**




FAX900–26

**Figure 2-6. Control Panel (HP FAX-900)**




FAX950–26

**Figure 2-7. Control Panel (HP FAX-950)**

## Print Cartridge Installation the HP FAX-900 and FAX-950

---

**Caution** Handle the print cartridge only by the green top and *take care not to touch the ink nozzles or the copper contacts* while performing step 4.

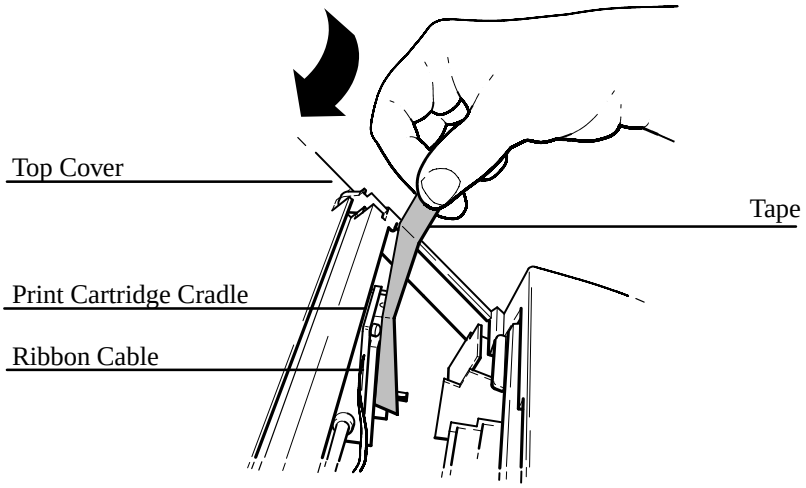
---

**To install or change the print cartridge,** perform the following steps:

1. Ensure that the automatic document feed cover is closed. If necessary, press down until the cover is firmly closed.

2. Lift open the top cover. A piece of restraining tape may be present to hold the print cartridge cradle in place during shipment. If you see a piece of tape holding the print cartridge cradle in place, remove the piece of tape. Do **not** try to remove the large ribbon cable entering the left side of the top of the cradle. Close the top cover. See Figure 2-8.

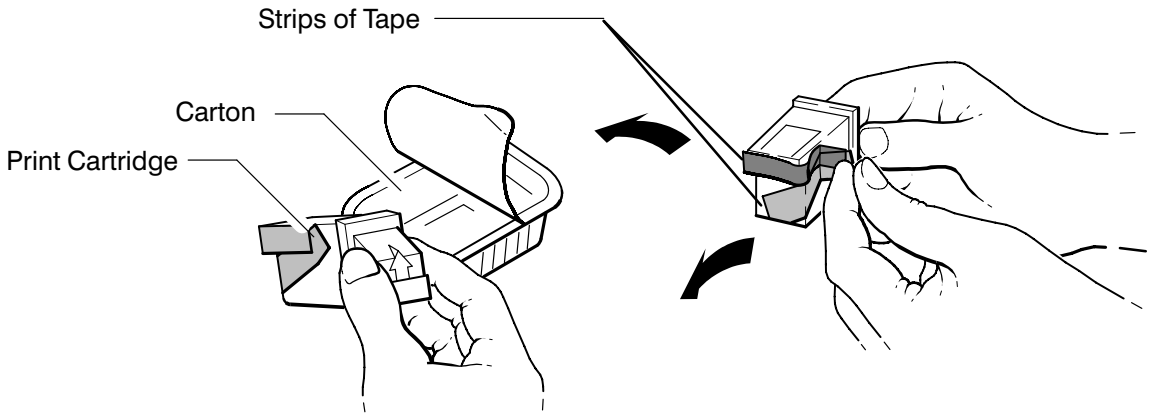
3. If you are changing a print cartridge, Place your forefinger on the cartridge top. Then press down firmly while pulling the cartridge toward the front of the cradle. You will hear a “click” noise as the cartridge is released. grasp the cartridge, remove it from the cradle, and discard.




FAX950-34

**Figure 2-8.Removing Cartridge Cradle Securing Tape on the HP FAX-900 and FAX-950**

4. Open the new print cartridge container to remove the print cartridge. Grasp the green portion of the cartridge, remove the cartridge from the container. Remove **both** strips of protective tape from the print cartridge nozzles. See Figure 2-9.

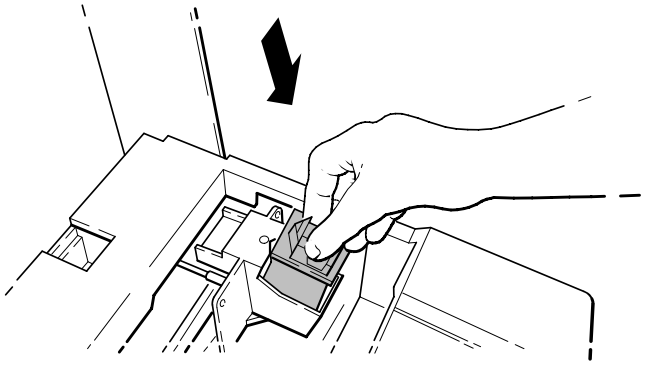



EK_27

**Figure 2-9. Removing the Print Cartridge From the Carton**

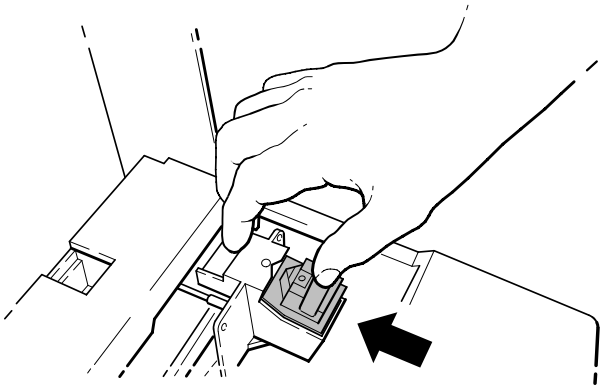
5. Place the print cartridge into the cradle with the green arrow on the cartridge top pointing to the green dot on the top of the cradle. Refer to Figure 2-10, DETAIL A.

6. Push the green arrow toward the green dot to “snap” the cartridge into place. Refer to Figure 2-10, DETAIL B.



**DETAIL A**

FX310–9



**DETAIL B**

FX310–10

**Figure 2-10. Print Cartridge Installation on the HP FAX-900 and FAX-950**

7. Close the back cover.

## Print Cartridge Installation the HP FAX-700 and FAX-750

---

**Caution** Handle the print cartridge only by the green top and *take care not to touch the ink nozzles or the copper contacts* while performing step 4.

---

**To install or change the print cartridge,** perform the following steps:

1. Ensure that the automatic document feed cover is closed. If necessary, press down until the cover is firmly closed.
2. Switch ON (**I**) the fax and open the top cover.
3. If a cartridge is already installed, remove it. See Figure 2-11.

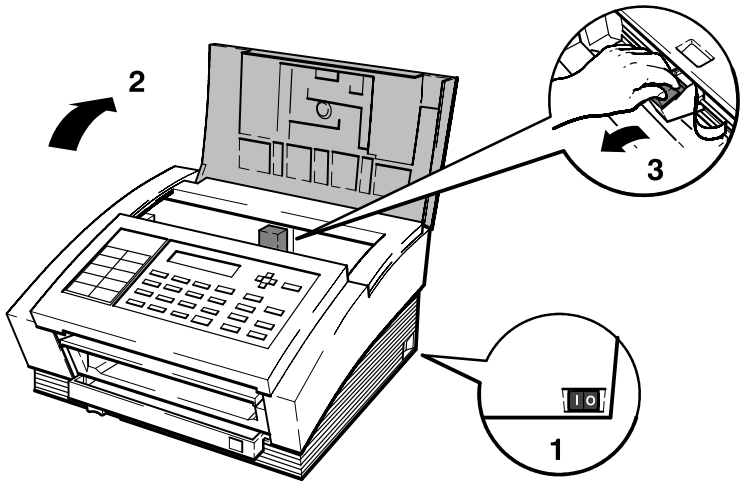
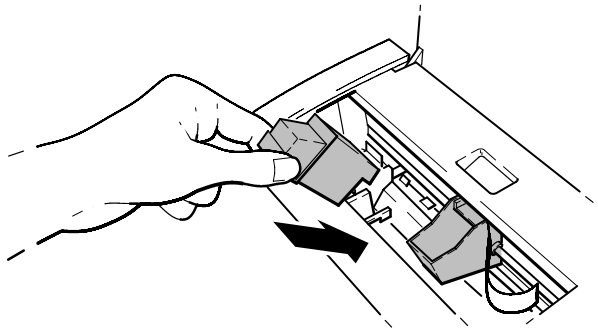



**Figure 2-11. Opening the Top Cover on the HP FAX-700 and FAX-750**

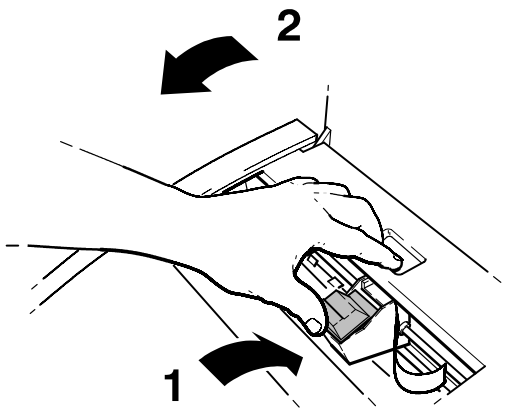
**Caution** Be careful not to touch the ink nozzles or the copper contacts on the print cartridge while performing step 4. Touching the nozzles or copper contacts can cause earlier failure of the cartridge.

4. Handle the new print cartridge only by the green top. Gently remove both pieces of tape. See Figure 2-9.
5. Insert the print cartridge into the cradle. See Figure 2-12, DETAIL A.
6. Push the print cartridge toward the rear of the fax machine until it snaps into place. See Figure 2-12, DETAIL B.



**DETAIL A**

ek_18




**DETAIL B**

ek_19

**Figure 2-12. Installing the Print Cartridge on the HP FAX-700 and FAX-750**

7. Close the top cover.

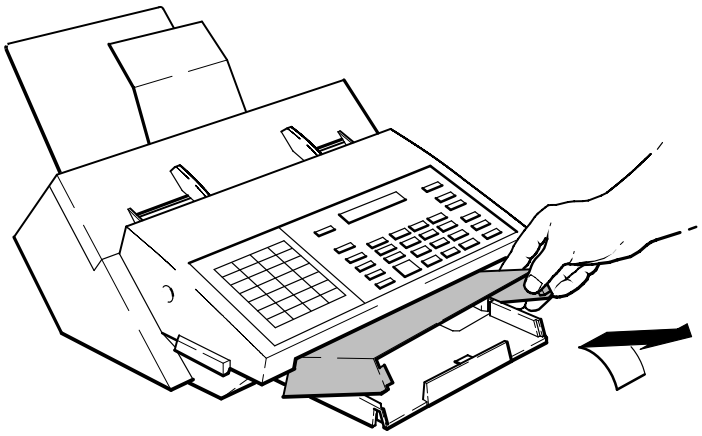
## Paper Supply Tray Media Size Setting (HP FAX-900 and FAX-950)

In the FAX-700 and FAX-750 fax machines, the paper supply tray is adjusted for media size when the paper is loaded. Refer to the procedure titled **Loading Paper into the HP FAX-700 and FAX-750 Fax Machines**.

In the FAX-900 and FAX-950, if the paper you plan to use does not fit properly in the paper supply tray, the paper supply tray size setting must be adjusted *before* the paper is loaded.

**To adjust the FAX-900 or FAX-950 paper supply tray for media size,** perform the following procedure:

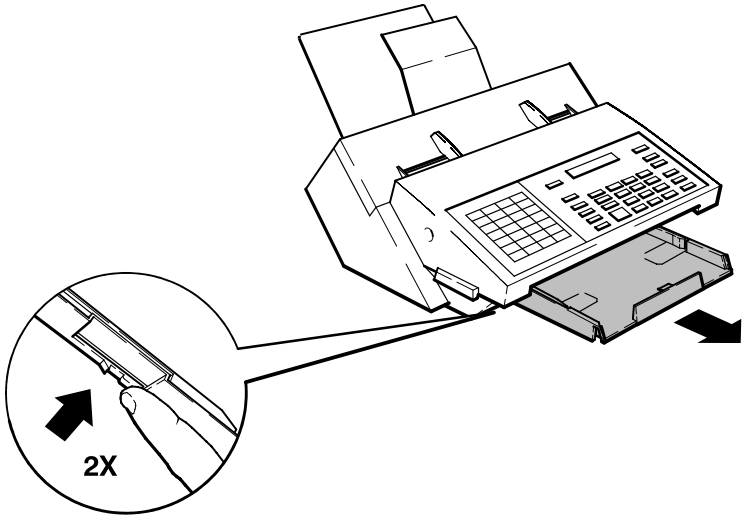
1. If the empty paper supply tray is installed in the fax machine, remove the paper supply tray cover (see Figure 2-13) and continue with step 2. If the empty paper supply tray is not installed in the fax machine, remove the paper supply tray cover, and go to step 4.



FAX900–11

**Figure 2-13. Removing the Paper Supply Cover**

2. Press the snaps on the left and right sides of the tray in toward the center of the tray and hold them in while performing step 3. See Figure 2-14.



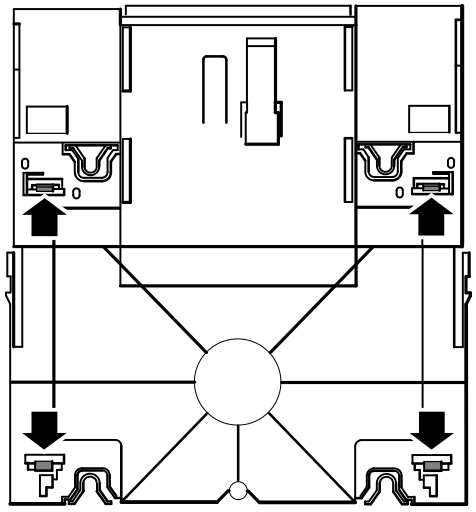

FAX900–12

**Figure 2-14. Paper Supply Tray Retaining Snaps**

3. Pull the tray out of the fax machine.

4. Check whether or not the paper you plan to use fits into the tray as it is currently set. If the paper you plan to use fits into the tray, proceed to step 7. If your paper does not fit into the tray, remove any paper from the tray and continue with this procedure at step 5.

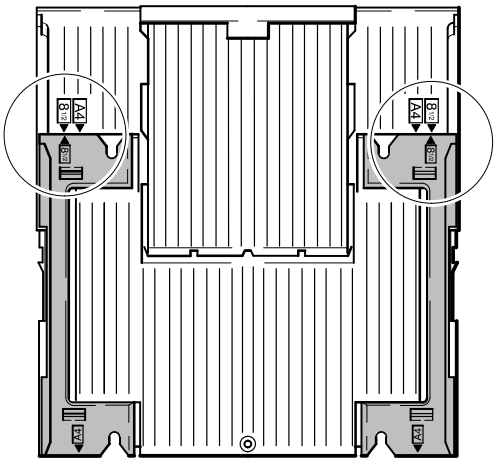
5. Press the snap tabs on the bottom of the tray in the directions shown in Figure 2-15 to release the paper size guides from the tray.



FAX950–13

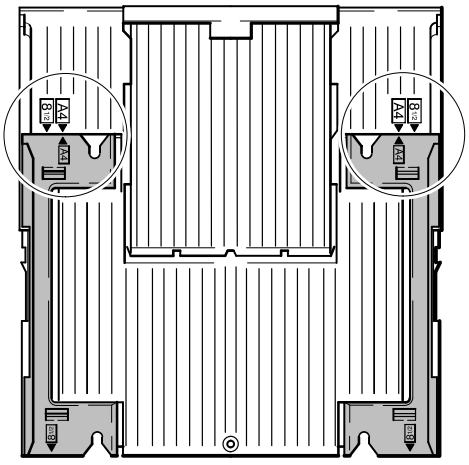
**Figure 2-15. Releasing the Paper Size Guides from the Tray**

6. Press the paper size guides firmly into the appropriate slots in the tray until seated (outer slots for letter-size and inner slots for A4-size). See Figure 2-16.



**DETAIL A (Letter-Size)**

FAX900–14



**DETAIL B (A4-Size)**

FAX900–15

**Figure 2-16. Installing the Paper Size Guides**

7. Install the paper supply tray cover.

8. Insert the paper tray firmly into the fax machine paper supply slot, so that the side snaps engage.

# Paper Supply Tray Loading

## A Word About Paper

Your fax machine will accept U.S. letter size (8.5 in. by 11 in.), U.S. legal size (8.5 in. by 14 in.), or metric A4 size (210 mm by 297 mm) paper.

HP fax machines work well with good quality bond and photocopy papers. Paper selection is important for optimum print quality. For paper recommendations and specifications, refer to chapter 1 of this document.

Paper properties can change with environmental conditions. When selecting your paper, test several types in your environment before you purchase large quantities. Paper should be protected from temperature and humidity extremes. HP fax machines are designed to operate in a wide range of environmental conditions, but for best performance, paper should be stored and used at 20 °C (±3°) or 68 °F (±5°), with a relative humidity of 45% (±5%).

When shipped from the factory, the fax machine is set for the paper size (letter or A4) most commonly used in the country of destination. If you use or change to a different paper size, you will need to set fax parameter 14 (in the HP FAX-700 and FAX-750) or fax parameter 23 (in the HP FAX-900 and FAX-950) to the paper size being used. Fax Parameters are presented in chapter 4.

When paper is used in an environment which is outside the ranges of temperature and humidity shown above, and optimum print quality is desired, follow these guidelines:

- Do not leave the paper exposed to humidity or temperature extremes. Extremes in the environment can damage the paper, if left unwrapped or in the paper IN tray or paper supply tray of the fax machine.
- In the case of humidity extremes, keep paper tightly wrapped in plastic during storage.
- If there is a significant temperature difference between the paper storage area and your fax machine operating environment, paper should be allowed to adjust to the temperature of the fax machine operating environment before being unwrapped. The greater the temperature difference and the greater the volume of paper, the longer this time period should be.

---

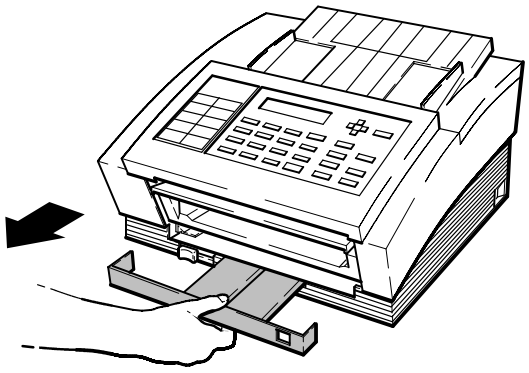
**Caution** Do not use plastic sheets, transparencies, thermal, perforated, specially-coated, or heavy-weight paper. Using paper that does not meet the specifications outlined in chapter 1, Table 1-6, of this guide may cause paper jams, contribute to repair costs, and cause premature wear.

---

## Loading Paper into the HP FAX-700 and FAX-750 Fax Machines

**To load paper into the fax machine for printing received fax messages and copying,** perform the following steps:

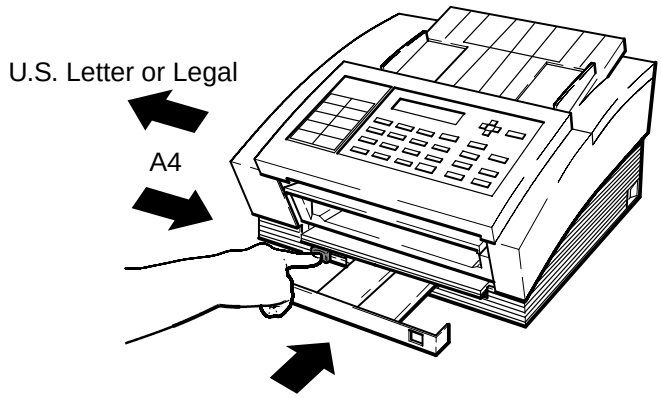
1. Ensure that a print cartridge has been loaded in the fax machine and that the print cartridge carriage is in its service station (left-most end of its travel).
2. Pull out the paper supply tray extender as shown in Figure 2-17.



ED_1

**Figure 2-17. Pulling Out the Paper Tray Supply Extender (HP FAX-700 and FAX-750)**

3. Slide the paper guide to the left if you are using U.S. letter (8.5 in. by 11 in.) or U.S. legal (8.5 in. by 14 in.) size paper. Slide the paper guide to the right if you are using metric A4 size (210 mm by 297 mm) paper. See Figure 2-18.




EK_6

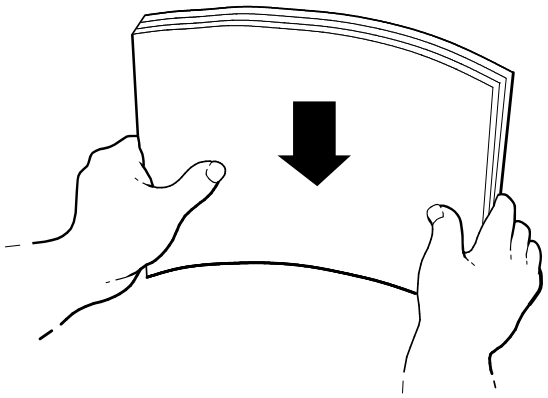
**Figure 2-18. Adjusting the Paper Guide (HP FAX-700 and FAX-750)**

4. Take out a 1/2-inch (12.7 mm) stack of paper (about 100 sheets) and tap the paper edges on a flat surface to "even" the stack. See Figure 2-19.

---

**Note** You can use US Legal, US Letter, or A4 paper size. When you change paper size, be sure to change the paper size in the Settings Menu (parameter 14). Settings (parameters) are discussed in chapter 4 of this guide.

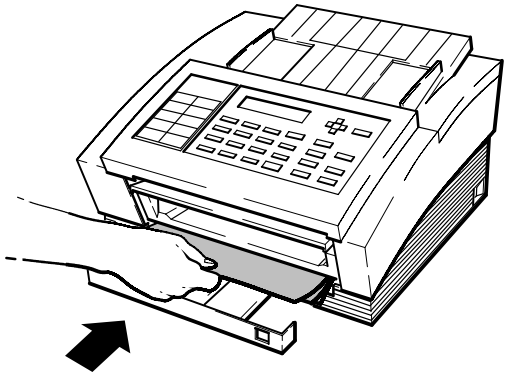
---



FX310–12

**Figure 2-19. Preparing the Paper for Loading**

5. Slide the paper into the paper supply tray. See Figure 2-20.



EK_5

**Figure 2-20. Sliding Paper into the Paper Supply Tray (HP FAX-700 and FAX-750)**

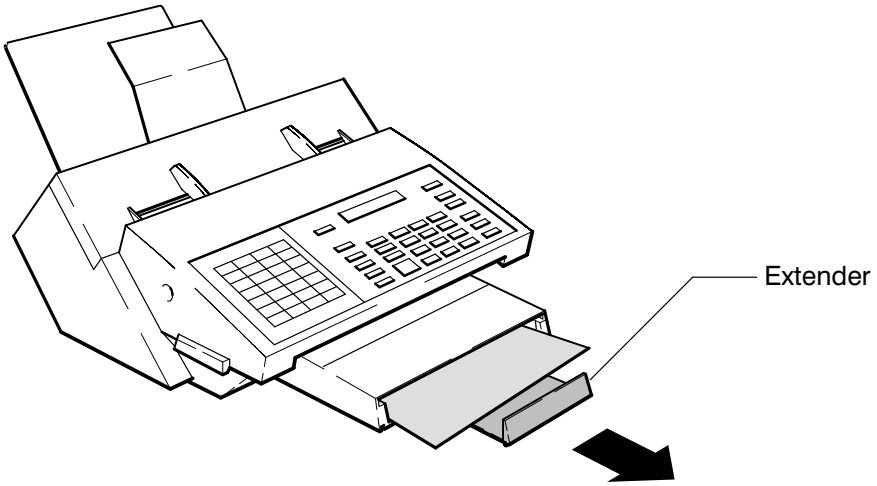
6. Slide the paper supply tray extender in until it is snugly against the installed paper.

## Loading Paper into the HP FAX-900 and FAX-950 Fax Machines

Before loading paper into the paper supply tray of the HP FAX-900 or FAX-950 fax machine the paper supply tray must be properly adjusted for media size. Perform the procedure titled **Paper Supply Tray Media Size Setting (HP FAX-900 and FAX-950)** in this guide.

**To load paper into the paper supply drawer,** perform the following procedure:

1. Insert the paper tray firmly into the fax machine paper supply slot, so that the side snaps engage.
2. Take out a 1/2-inch (12.7 mm) stack of paper (about 100 sheets) and tap the paper edges on a flat surface to "even" the stack. See Figure 2-19.
3. Pull the paper supply tray extender out from the front of the machine to its maximum length. See Figure 2-21.




FAX900–8

**Figure 2-21. Pulling Out the Paper Tray Extender**

---

**Note** **Load the paper with the print side *face up* in the paper supply**. The paper packaging will indicate the *print side*.

---

4. Slide the stack of paper all the way into the paper supply tray until it rests against the back of the tray.

---

**Note** If the paper size you are using does not fit into the paper supply tray, the tray guides may not be correctly adjusted for the paper size being used. Refer to the paper supply tray guide adjustment given under the title, **Paper Supply Tray Media Size Setting (HP FAX-900 and FAX-950)** earlier in this chapter.

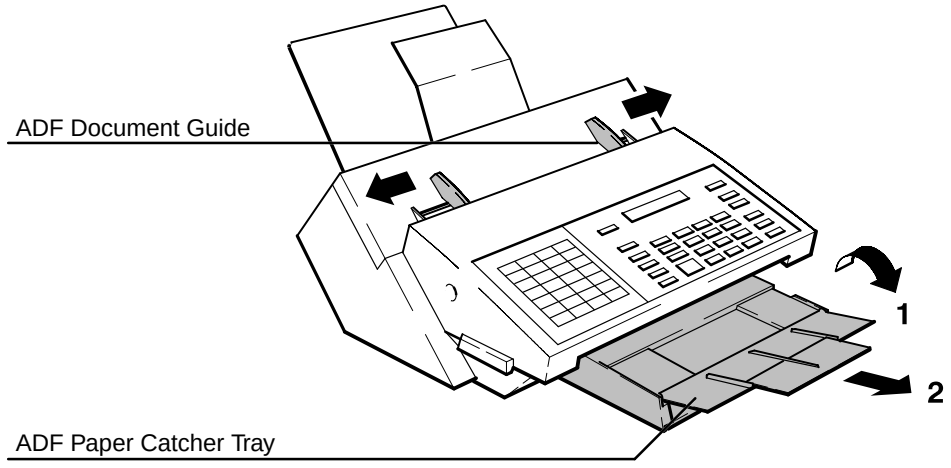
---

5. Push the paper supply tray extender into the machine until it rests against the front of the stack of paper.

## ADF (Automatic Document Feeder) Document Catcher Tray Installation (HP FAX-900 and FAX-950 Only)

**To install the ADF Document Catcher Tray and set it up to catch documents,** perform the following procedure:

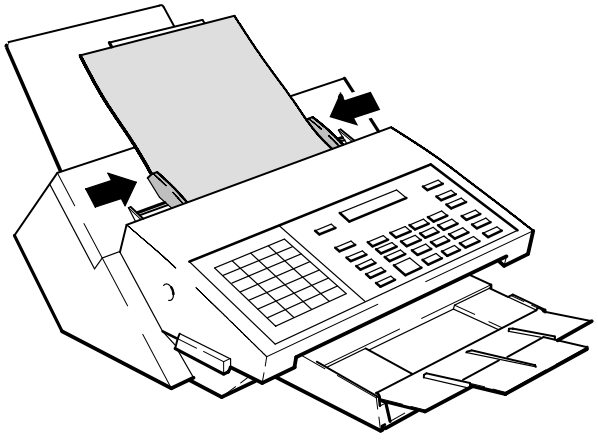
1. Insert the paper supply tray firmly into the fax machine paper supply slot, so that the side snaps engage.
2. Swing the document catcher tray up and forward from the paper supply tray as shown in step 1 of Figure 2-22.
3. Pull the document catcher tray extension all the way out as shown in step 2 of Figure 2-22.




FAX900–9

**Figure 2-22. ADF Paper Catcher Tray Installation**

4. Place documents *face down* in the ADF until the leading edge of the document going into the machine stops.
5. Adjust the document guides to center the document in the ADF and shown in Figure 2-23.



FAX900–10

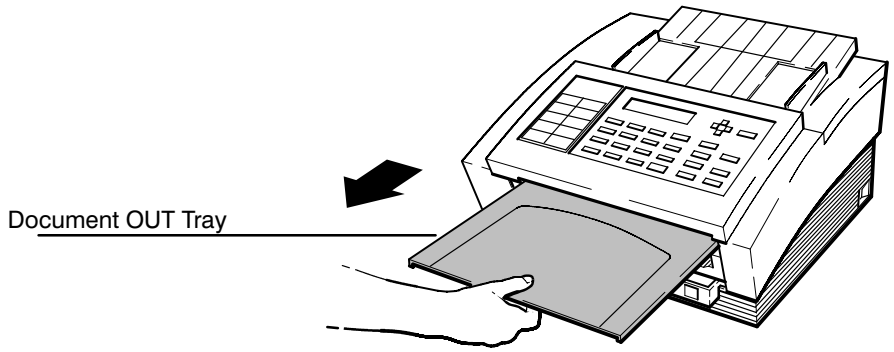
**Figure 2-23. Aligning the Paper Guides to the Document**

# Document OUT Tray

## HP FAX-700 and FAX-750 Document OUT Tray Extension

The document OUT tray comes already installed in the HP FAX-700 and FAX-750. **To extend the document OUT tray,** perform the following steps:

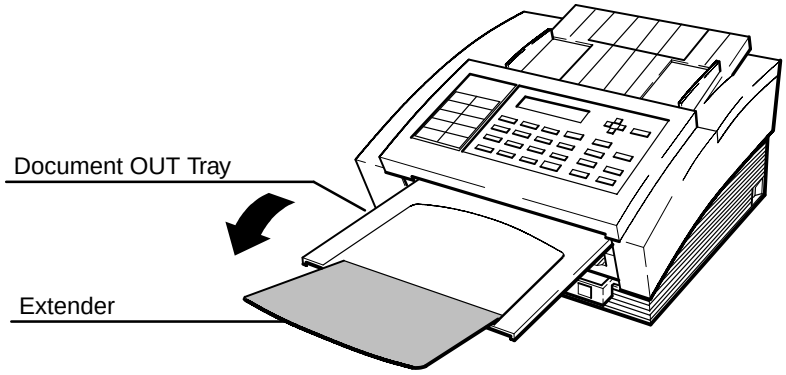
1. Reach under the front panel to slide the document out tray forward. See Figure 2-24.




EK_7

**Figure 2-24. Sliding the Document OUT Tray Forward**

2. Rotate the document out tray extender up and forward. See Figure 2-25.




FAX200–5

**Figure 2-25. Extending the HP FAX-700 and FAX-750 Document OUT Tray**

### HP FAX-900 and FAX-950 Document OUT Tray Installation

With the tabs on the document OUT tray pointing down as shown in Figure 2-26, DETAIL A, install the tray in back panel of the fax machine as shown in Figure 2-26, DETAIL B.

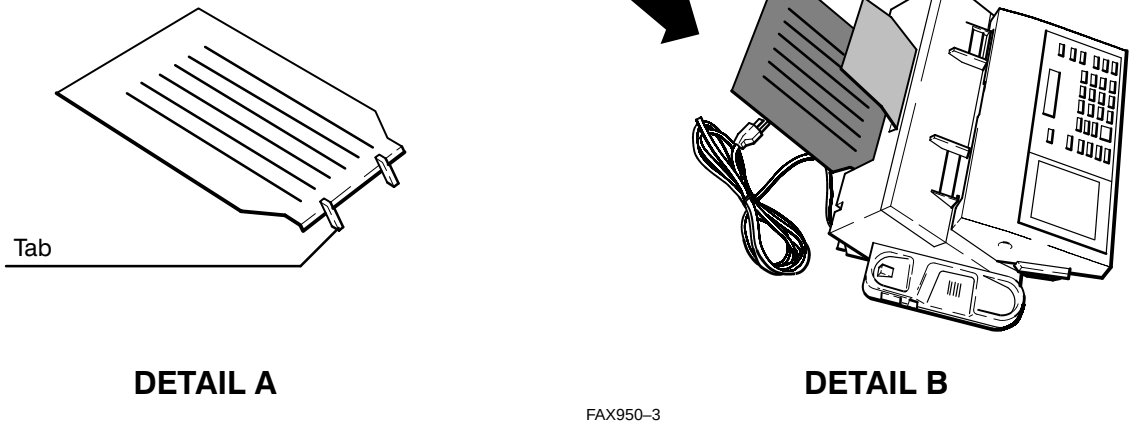



**Figure 2-26. Installing the HP FAX-900 and FAX-950 Document OUT Tray (HP FAX-950 Shown)**

## Document IN Tray

### HP FAX-700 and FAX-750 Document IN Tray Extension

**To extend the document IN tray in the HP FAX-700 and FAX-750 fax machines,** flip the document IN tray extender up and back toward the rear of the fax machine. See Figure 2-27.

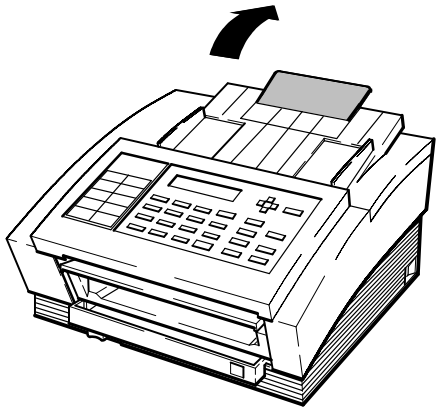



**Figure 2-27. Extending the HP FAX-700 and FAX-750 Document IN Tray**

### HP FAX-900 and FAX-950 Document IN Tray Installation

**To install the document IN tray in the HP FAX-900 and FAX-950 fax machines,** perform the following procedure:

1. With the front edge of the document IN tray pointing down as shown in Figure 2-28, DETAIL A, install the tray in the fax machine slot as shown in Figure 2-28, DETAIL B.

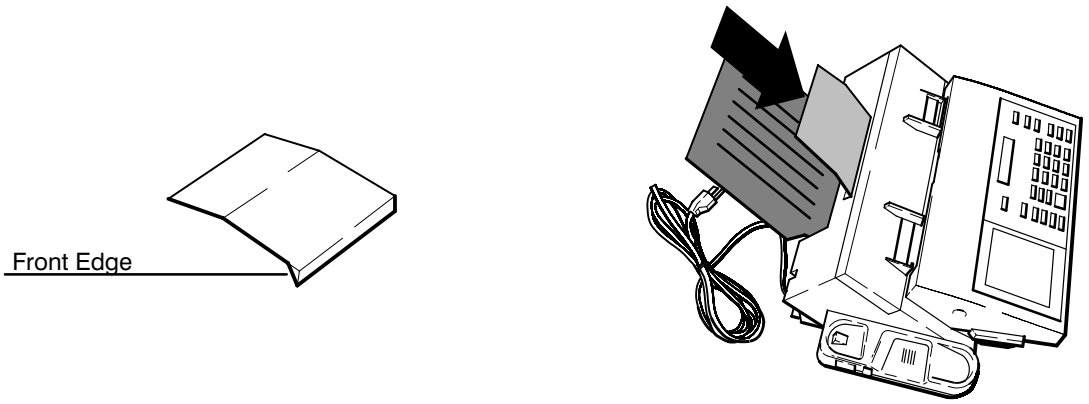



**Figure 2-28. Installing the HP FAX-900 and FAX-950 Document IN Tray (HP FAX-950 Shown)**

## Expandable Memory Card Installation (HP FAX-950 Only)

Whether sending or receiving, memory expansion modules allow you to increase the capacity of the fax machine for storing a greater number of documents.

Three optional memory expansion cards are available for use in your HP FAX-950. These cards come in 512 KB, 1 MB and 2 MB sizes. Contact your local HP dealer to order.

**Table 2-1. Memory Card Page Capacity**

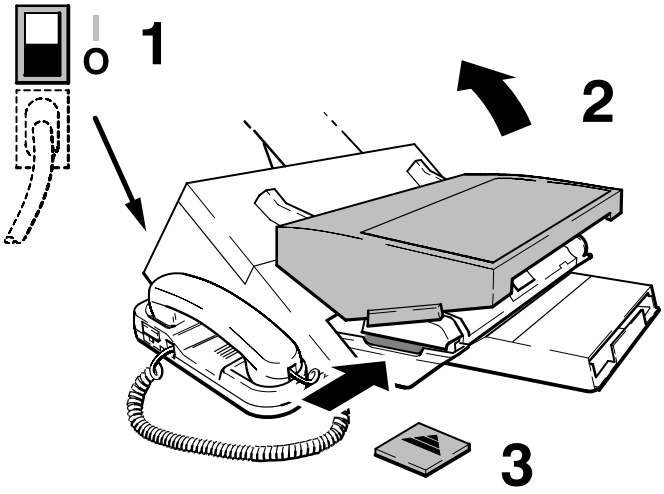
| Size | Part Number | Page Capacity (Approximate)* |
|---|---|---|
| 512 KB | C3505A | 28 pages |
| 1MB | C3506A | 60 pages |
| 2 MB | C3507A | 120 pages |

***** Based on CCITT test chart 1 at standard resolution.

The installation procedure begins on the next page of this guide.

**To install an expandable memory card in the HP FAX-950,** perform the following procedure:

1. Switch OFF (**O**) the fax machine as shown in step 1 of Figure 2-29.
2. Lift up gently on the ADF as shown in step 2 of Figure 2-29.
3. Insert the memory card (print side up) as shown in step 3 of Figure 2-29.
4. Close the ADF.
5. Switch ON (**I**) the fax machine and check that it operates correctly. (The display will indicate the total amount of memory installed.)




FAX950–27

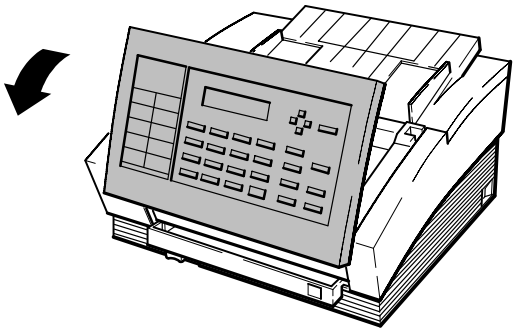
**Figure 2-29. Installing the Expandable Memory Card**

## Replacing the Paper Separator

### Replacing the HP FAX-700 and FAX-750 Paper Separator Assembly

**To replace the HP FAX-700 and FAX-750 paper separator,** perform the following procedure:

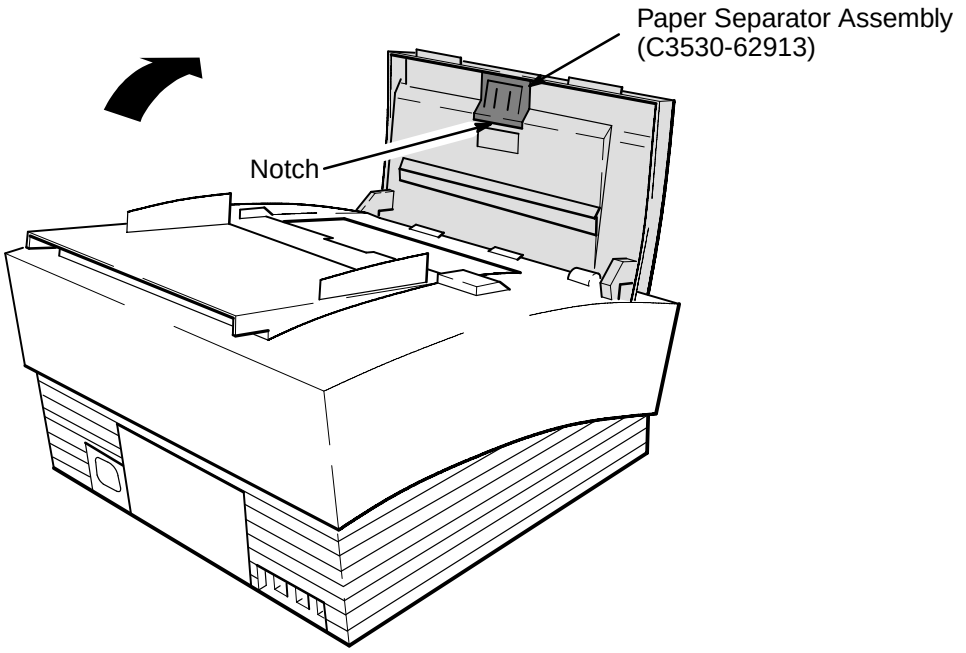
1. Switch OFF (**O**) the fax machine.
2. Lift the operation panel assembly. See Figure 2-30.



EK_10

**Figure 2-30. Lifting the ADF Door**

3. Locate the paper separator assembly. See Figure 2-31.




750_11

**Figure 2-31. Removing the Paper Separator Assembly**

4. Remove the paper separator assembly by prying it out at the notch using your fingers, a coin, or a small screwdriver.

5. Install the new paper separator assembly.

---

**Caution** The fax machine will not operate properly unless both corners of the ADF are snugly against the body of the machine as described in step 6.

---

6. Close the ADF door firmly ensuring that both rear corners of the ADF are snugly against the body of the fax machine.

7. Switch ON (**I**) the fax machine, allow it to run through its self test, and copy a document to ensure that the machine is operating properly.

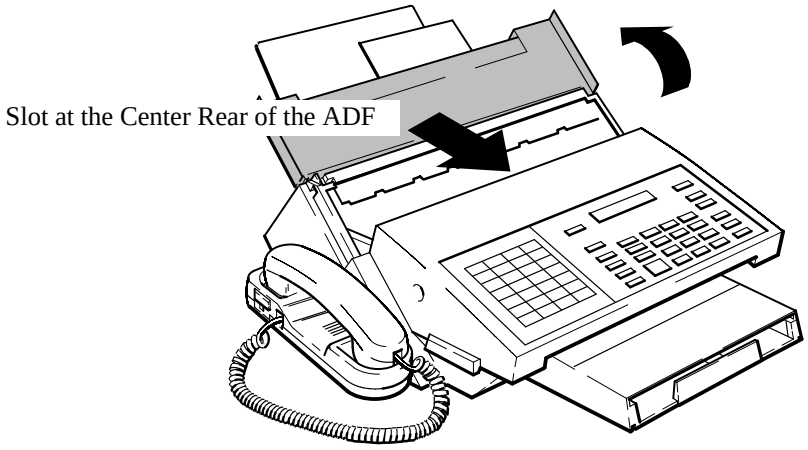
## Replacing the HP FAX-900 and FAX-950 Paper Separator Pad

The paper separator helps to prevent multiple sheet feed by presenting a small amount of friction to the pages as they move through the automatic document feed mechanism. The paper separator pad is the part of the separator that contacts the pages.

If your fax machine has been heavily used throughout its life and adjustment of the pressure switch alone as described in chapter 5 does not rectify a multiple sheet feed problem, you may need to replace the paper separator pad. Contact your local HP authorized fax dealer to order.

**To replace the HP FAX-900 and FAX-950 paper separator pad,** perform the following procedure:

1. *Switch OFF (**O**) the fax machine.* Open the top cover. See Figure 2-32.




FAX950–28

**Figure 2-32. Opening the Top Cover (HP FAX-950 Shown)**

2. Open the ADF cover.
3. Remove the paper separator from its slot at the center rear of the ADF next to the pressure switch.
4. Note that the small rubber pad of the separator assembly has a smooth side and a textured side. Pull the pad off the paper separator assembly.
5. When you install a new pad, make sure the textured side is facing down. This will ensure proper friction to the sheets. Align the small hole in the pad with the tab on the paper separator assembly and press the new pad onto the assembly.

6. Grasping the replacement paper separator so that the spring-loaded separator plate spring is held against the body of the separator, insert the paper separator into its slot until it snaps into place. See Figure 2-33.

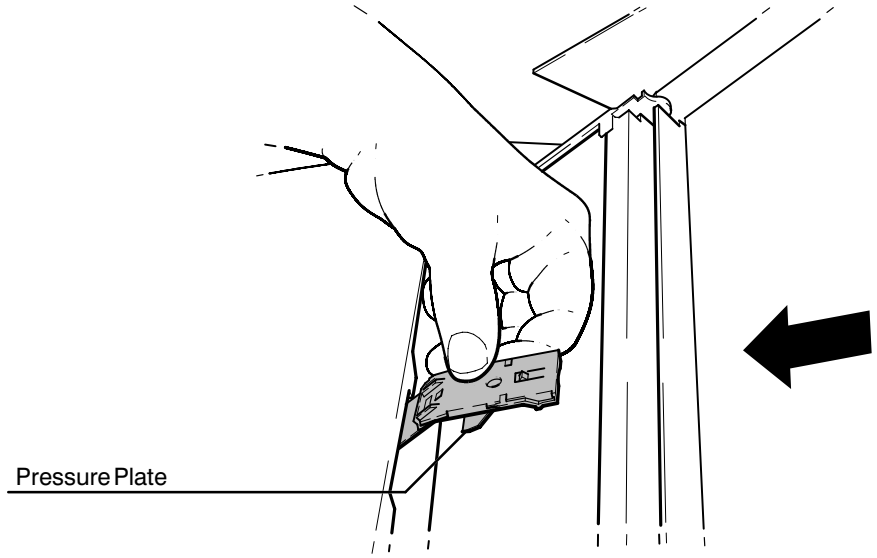


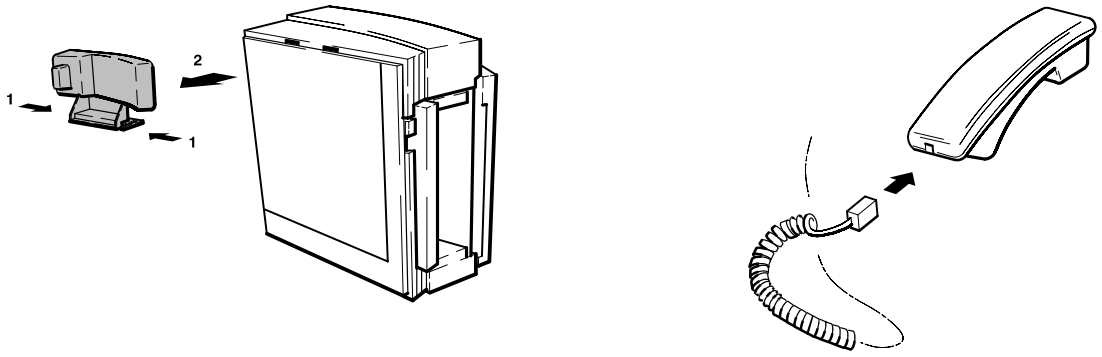

**Figure 2-33. Installing the Replacement Paper Separator**

## Handset Installation (HP FAX-750 and FAX-950 Only)

### Handset Installation (HP FAX-750)

**To install the handset in the HP FAX-750,** perform the following procedure:

1. Place the fax machine on the bench with the right side down and the bottom of the machine facing you.
2. Attach the handset base to the fax machine by engaging the handset base tabs into the slots in the bottom left side of the fax. See Figure 2-34, DETAIL A.
3. Place the handset onto its handset base and plug the end of the handset cord with the small connector into the back of handset. See Figure 2-34, DETAIL B.

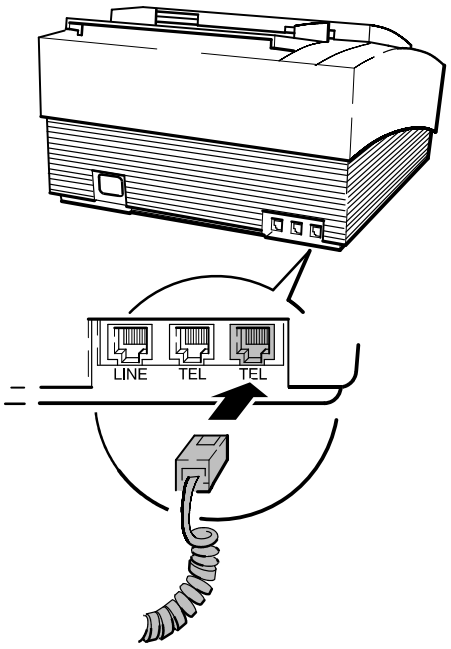



DETAIL A DETAIL B

750_4 EK_37

**Figure 2-34. Installing the Handset in the HP FAX-750**

4. Plug the end of the handset cord with the large connector into one of the connections marked **TEL** at the rear of the fax machine. See Figure 2-35. (The connections marked **TEL** at the rear of the fax machine are identical.)




750-44

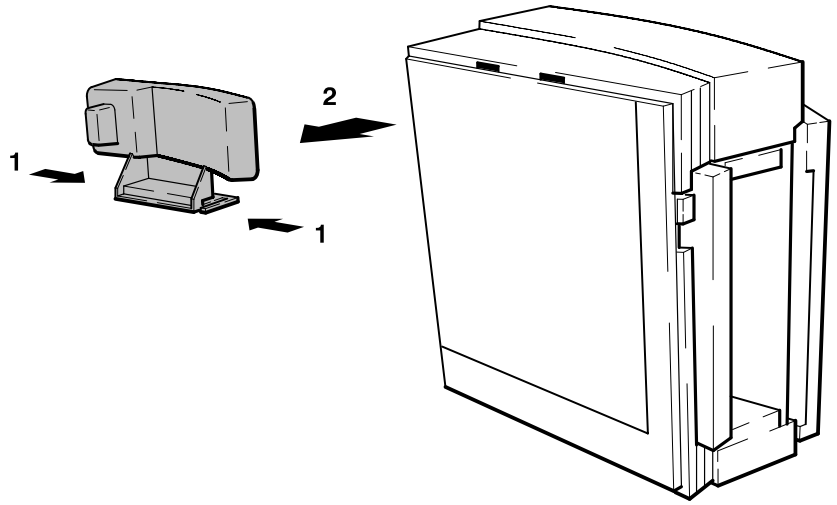
**Figure 2-35. Plugging in the Handset Cord**

## Handset Base Removal (HP FAX-750 Only)

To remove the handset base from the fax machine, perform the following procedure:

1. Remove the spittoon.
2. Switch OFF (0) the fax machine and remove the power cord.

3. Remove the handset.
4. Place the fax machine on the bench top with the right side down and the bottom of the machine facing you.
5. Press both handset base tabs in toward the body of the base and work the base toward you and out of the fax machine. See Figure 2-36.
6. To replace the handset base reverse the above procedure.




750-4

**Figure 2-36. Removing the Handset Base**

## Handset Installation (HP FAX-950)

Place the handset onto its cradle and plug the handset cord into the handset connector and the cradle connector as shown in Figure 2-37.

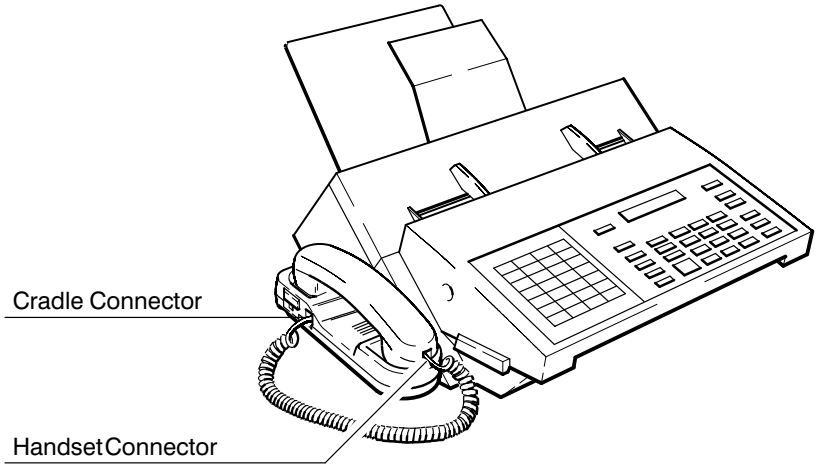



**Figure 2-37. Installing the Handset in the HP FAX-950**

## Connecting to the Telephone Line

**Note** For best performance, the phone line should be connected directly to the fax machine.

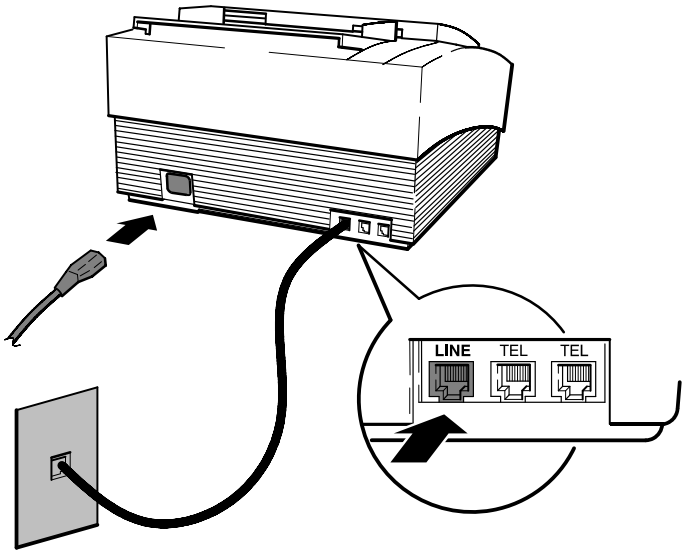
Your fax machine is not designed for use in a phone system that has call waiting, multiple phone extensions, caller ID, voice-mail, modems or roll-over lines. Use of a phone line having multiple extensions may cause transmission and/or reception problems if any of the extensions are picked up during data transmission/reception. If problems occur, consider using a dedicated phone line for the fax machine.

Your fax machine may have plastic pull tabs protecting the telephone and line connectors on the back of the machine. Carefully twist and pull the tabs out of the slots to access the connectors.

### Connecting the HP FAX-700 and FAX-750 to the Telephone Line

**To connect the HP FAX-700 or HP FAX-750 to the telephone line,** perform the following procedure:

1. Connect a telephone line from the phone wall jack to the LINE connector on the back of your fax machine. See Figure 2-38. An HP FAX-700 is illustrated in Figure 2-38, but the method of connection to the telephone line is the same for the HP FAX-750.




750-48

**Figure 2-38. Connecting the HP FAX-750 to the Telephone Line**

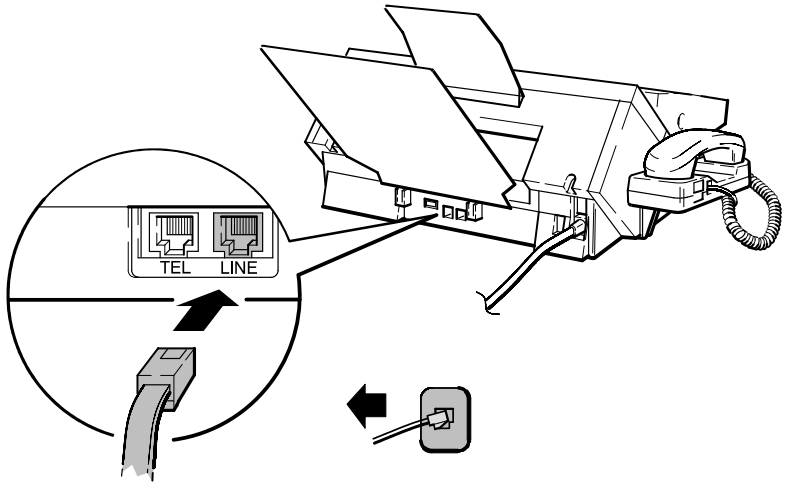
2. Connect the fax machine to a source of ac power.

To set up the appropriate mode of reception, refer to the information under the heading "Managing Incoming Calls by Setting the Reception Mode on the HP FAX-700 and FAX-750" given later in this chapter. The mode of reception depends on the devices you have connected to your fax.

### Connecting the HP FAX-900 and FAX-950 to the Telephone Line

**To connect the HP FAX-900 and HP FAX-950 to the telephone line,** perform the following procedure:

Connect a telephone line from the phone wall jack to the LINE connector on the back of your fax machine. See Figure 2-39. An HP FAX-900 is illustrated in Figure 2-39, but the method of connection to the telephone line is the same for the HP FAX-950.




FAX950-23

**Figure 2-39. Connecting the HP FAX-900 or FAX-950 to the Telephone Line**

## Connecting to a Telephone

---

**Note** For best performance, the telephone should be connected directly to the fax machine.

Your fax machine is not designed for use in a phone system that has call waiting, multiple phone extensions, caller ID, voice-mail, modems or roll-over lines. Use of a phone line having multiple extensions may cause transmission and/or reception problems if any of the extensions are picked up during data transmission/reception. If problems occur, consider using a dedicated phone line for the fax machine or configuring the fax machine for distinctive ring detection as described later in this chapter.

Your fax machine may have break-off tabs protecting the telephone and line connectors on the back of the machine. Carefully twist and pry the tabs out of the slots to access the connectors.

---

### Connecting a Telephone to the HP FAX-700 and FAX-750

**To connect the HP FAX-700 or the FAX-750 to the telephone,** perform the following steps:

1. Connect the fax machine to a telephone line. If necessary, refer to the procedure titled “Connecting the HP FAX-700 and FAX-750 to the Telephone Line”.

2. Plug one end of the phone cord into one of the connections at the rear of the fax machine marked **TEL**. See Figure 2-40.

3. Plug the other end of the phone cord into the back of the telephone. See Figure 2-40.

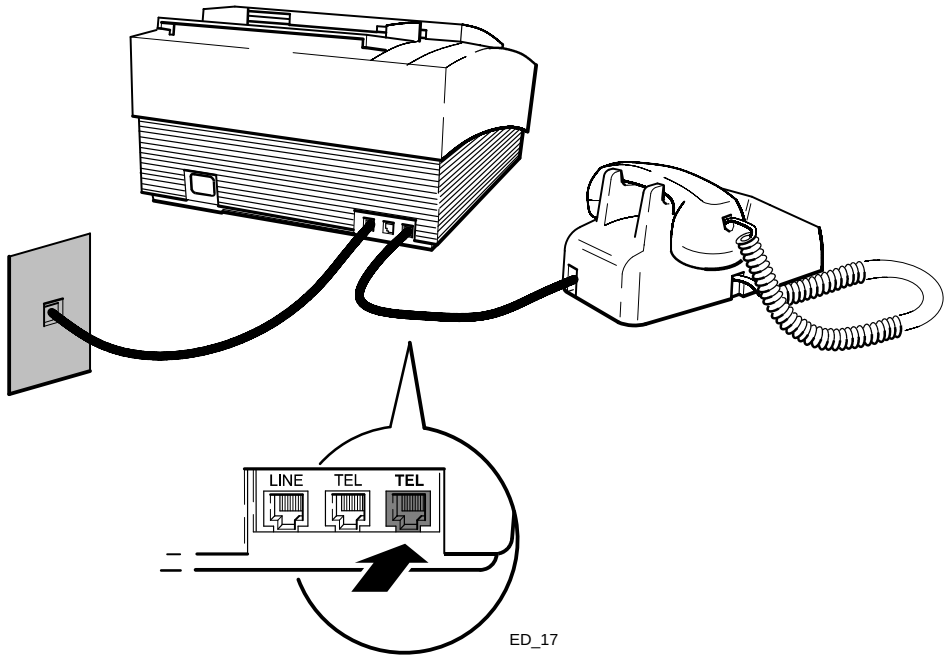



**Figure 2-40. Connection the HP FAX-700 and FAX-750 to the Telephone**

4. Connect the fax machine to a source of ac power.

To set up the appropriate mode of reception, refer to the information under the heading "Managing Incoming Calls by Setting the Reception Mode on the HP FAX-700 and FAX-750" given later in this chapter. The mode of reception depends on the devices you have connected to your fax.

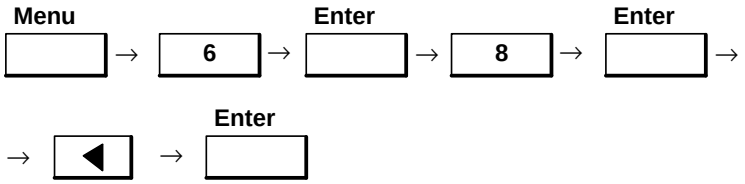
## Configuring the HP FAX-700 and FAX-750 for Distinctive Ring Detection

HP FAX-700 and FAX-750 fax machines have the ability to use an optional distinctive ring service offered by many local telephone companies. This service provides multiple telephone numbers on a single telephone line. A specific ring pattern can be assigned to each telephone number on the line. Have the customer check with his local telephone company on the availability of the service in his area.

The fax machine can be programmed to respond to any one of many possible distinctive ring patterns at a time. When the telephone rings, the pattern can be used to identify the type of call (fax specific, business, or personal).

The pattern recognized by the distinctive ring detection capability is established during configuration.

**To configure a FAX-700 or FAX-750 machine for distinctive ring detection,** perform the following procedure:



The following message appears:

**Call this fax number**
**from another phone**

Have a telephone using the distinctive ring pattern you want to be detected call the customer's fax machine number. Once the connection is made, the following message will appear on the message display:

**Ring cadence stored**
**'ENTER' to continue**

Press the Enter button. The fax machine returns to the "settings" menu level.

Press the Stop button to return the fax machine to the standby mode.

The phone can be reprogrammed to respond to a different distinctive ring pattern at any time by simply repeating this procedure.

### Configuring the HP FAX-900 and FAX-950 for Distinctive Ring Detection

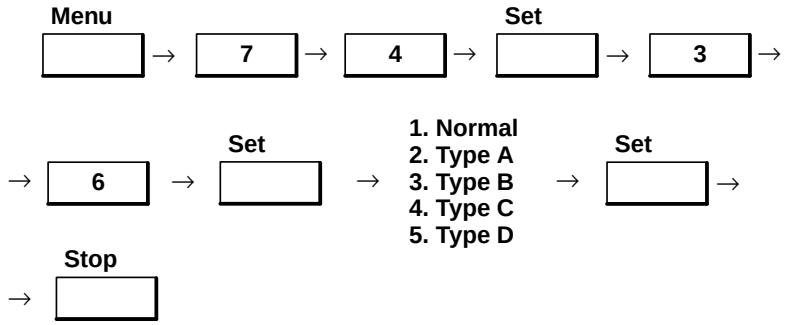
HP FAX-900 and FAX-950 fax machines have the ability to use an optional distinctive ring service offered by many local telephone companies. This service provides multiple telephone numbers on a single telephone line. A specific ring pattern can be assigned to each telephone number on the line. Have the customer check with his local telephone company on the availability of the service in his area.

The fax machine can be programmed to respond to one of several distinctive ring patterns at a time. When the telephone rings, the pattern can be used to identify the type of call (fax specific, business, or personal.)

The setting of fax parameter 36 (Ring Pattern Detect) must match the ring pattern of the number assigned to the fax machine. If the setting does not match the ring pattern, the document will not be automatically received, and the telephone will continue to ring. The patterns that can be detected are:

- Normal = answers all rings
- Type A : Standard ring pattern = (long - long)
- Type B : Double ring pattern = (short - short)
- Type C : Triple ring pattern = (short - short -long)
- Type D : Triple ring pattern = (other than type C)

**To configure a FAX-900 or FAX-950 for distinctive ring detect detection,** press the buttons in the sequence shown. Use the numeric keyboard to select the pattern (1 through 5).




## Connecting a telephone to the HP FAX-900 and FAX-950

If you do not use the fax machine handset or use the fax machine in a country where telecommunications regulations do not allow use of an attached handset, you may need to connect a telephone to the fax machine.

Connect a telephone to your fax machine if you want to receive both voice telephone calls and fax calls on the same line, or communicate with fax stations where you will need to make voice contact before sending a fax.

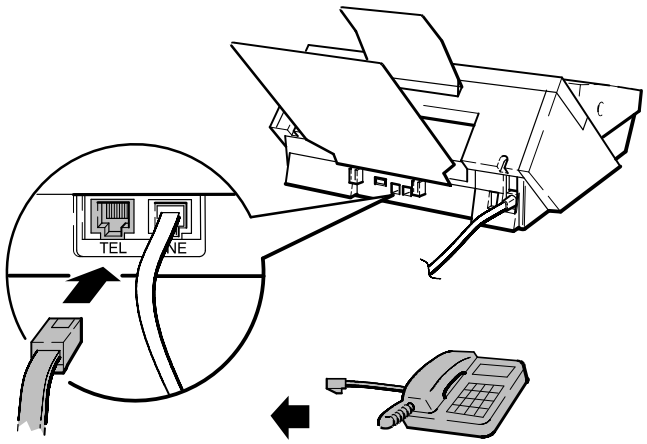
**To connect a telephone to your fax machine,** perform the following procedure.

---

**Note** Before attaching a telephone to the fax machine, attach the fax machine to a telephone line.

---

1. Carefully remove the tab protecting the rectangular telephone connector on the back of your fax machine, if not already removed.
2. Connect the telephone cord from the telephone to the rectangular connector labeled TEL on the back of your fax machine. See Figure 2-41. An HP FAX-900 is shown in the figure, but the connection for the HP FAX-950 is the same as for the FAX-900.




FAX900–24

**Figure 2-41. Connecting the HP FAX-900 to the Telephone Line**

With only a telephone (not an answering machine) connected to your fax machine, you can operate in one of three different modes. These modes are FAX mode, TELEPHONE mode and FAX/TEL Auto Switch mode. The modes and their use are presented in Chapter 3 of this guide.

When shipped from the factory, your HP FAX-900 or FAX-950 is set to FAX mode and will automatically answer all calls as fax calls. The Receive Mode light on the fax machine front panel should be lit when in FAX mode.

**If you plan to receive fax calls only,** use the FAX mode (factory set at shipment). When a fax call is received, your fax machine will pick up the line after it detects two rings and send a fax tone signal to the calling fax machine to start communications. The fax is then sent and your HP FAX-900 or HP FAX-950 will automatically start to receive the fax.

**If you plan to receive mostly voice calls and receive fax calls manually,** use the TELEPHONE mode. This mode is also known as the Manual mode because you must manually start the fax machine to receive a fax call. Voice calls are treated as normal. In this mode, the fax machine will never pick up the line. All calls must be answered manually. The Receive Mode light on the fax machine front panel should be off.

For fax calls you must use the telephone that is directly connected to the jack on the back of the fax machine. After lifting up the telephone receiver on the telephone and the caller notifies you that a fax is about to be sent to you, press the START button on the fax machine and then hang up the telephone. The fax is then sent and your fax machine will start to receive it.

**If you plan to have the fax machine receive fax calls and you receive voice calls manually,** use the FAX/TEL Auto Switch mode. The receive Mode light on the fax machine front panel should be off. When a call is received, your fax machine will pick up the line after it detects two rings and monitor the line for a fax tone signal. If a fax tone is detected, the fax machine will automatically start to communicate with the calling fax machine and start to receive the fax.

If a fax tone is not detected, the fax machine will start “beeping” a signal through its speaker, expecting you to answer. For voice calls you must use the telephone that is directly connected to the TEL jack on the back of the fax machine. To answer a voice call pick up the telephone receiver, press the Dial/Space button on the fax machine and start talking.

If you do not answer the call within the time specified in fax parameter 18, the fax machine will return a fax tone, expecting to communicate with a “silent” fax machine. The factory set time is 20 seconds. To change the time in fax parameter 18, refer to Fax Parameters in chapter 4.

To use FAX/TEL switch mode, you need to set fax parameter 15 for option 2. Fax parameters are presented in chapter 4.

## Connecting to an Answering Machine

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**Note** For best performance, the answering machine should be connected directly to the fax machine.

Your fax machine is not designed for use in a phone system that has call waiting, multiple phone extensions, caller ID, voice-mail, modems or roll-over lines. Use of a phone line having multiple extensions may cause transmission and/or reception problems if any of the extensions are picked up during data transmission/reception. If problems occur, consider using a dedicated phone line for the fax machine or configuring the fax machine for distinctive ring detection as described earlier in this chapter.

Your fax machine may have break-off tabs protecting the telephone and line connectors on the back of the machine. Carefully twist and pry the tabs out of the slots to access the connectors.

---

## Connecting an Answering Machine to the HP FAX-700 and FAX-750

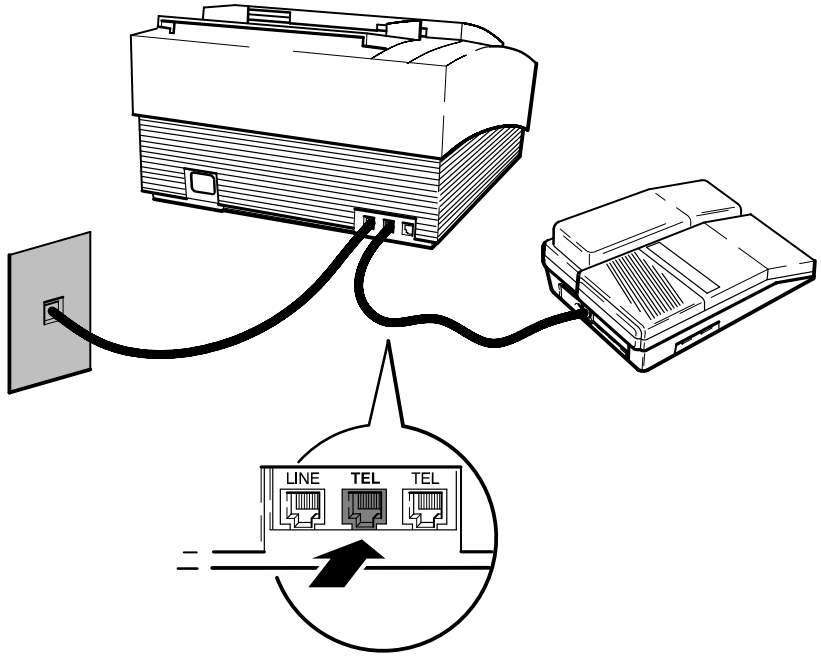
Connect an answering machine to your fax if you want to receive both voice telephone calls and fax calls on the same line, or have your fax take fax calls and the answering machine take voice calls.

---

**Note** You can not use the *Remote Turn-on* or *Outgoing-message-only* features of your answering machine when you connect it to your fax machine. If your answering machine can select the number of rings before answering, set it to answer in less than eight rings.

---

Connect the telephone cord from the answering machine to one of the TEL connectors on the back of your fax machine. See Figure 2-42. The HP FAX-700 is shown in Figure 2-38, but the method of connection is the same for the HP FAX-750.




750-51

**Figure 2-42. Connecting the HP FAX−700 to an Answering Machine**

To set up the appropriate mode of reception, refer to the information under the heading, "Managing Incoming Calls by Setting the Reception Mode on the HP FAX-700 and FAX-750", given later in this chapter. The mode of reception depends on the devices you have connected to your fax.

## Connecting an Answering Machine to the HP FAX-900 and FAX-950

Connect an answering machine to your fax machine if you want to receive both voice telephone calls and fax calls on the same line, or have your fax machine take fax calls and the answering machine take voice calls.

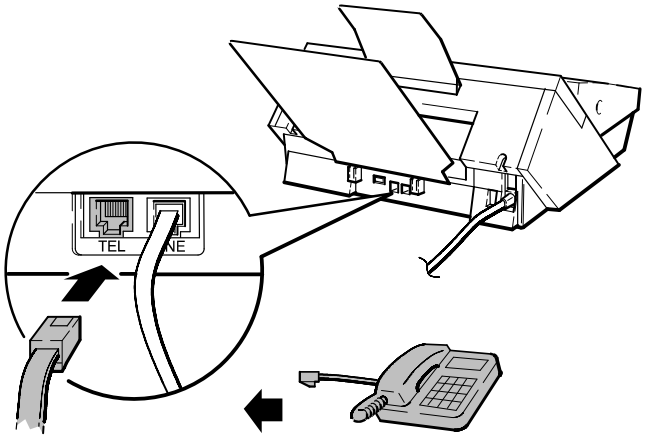
---

**Note** You can not use the *Remote Turn-on* or *Outgoing-message-only* features of your answering machine when you connect it to your fax machine. If your answering machine can select the number of rings before answering, set it to answer in less than eight rings. If you use a telephone not provided with the answering machine, you will need to connect the telephone to the answering machine. Then connect the answering machine to the fax machine.

---

**To connect an answering machine to your fax machine,** perform the following procedure:

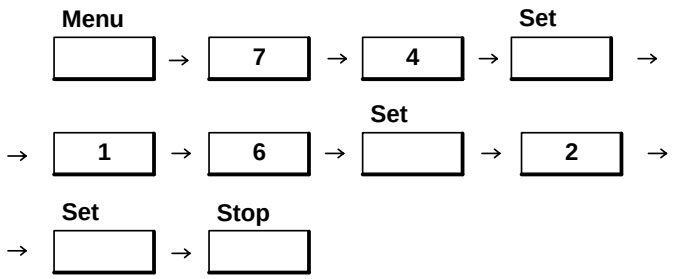
1. Carefully remove the tab protecting the TEL connector on the back of the fax machine, if not already removed.
2. Connect the telephone cord from the answering machine to the TEL connector on the back of your fax machine. See Figure 2-43. The HP FAX-900 is shown, but the connection for the HP FAX-950 is the same.




FAX900–24

**Figure 2-43. Connecting the HP FAX-900 to the Telephone Line**

3. With an answering machine connected to your fax machine, you will need to set fax interface parameter 16 for answering machine interface. To do so, turn ON the fax machine and press the fax machine control panel buttons in the following sequence:



In the Telephone Answering Machine Interface Mode, the answering machine attached to the HP FAX-900 or FAX-950 will answer all incoming calls and begin the outgoing message you recorded on the answering machine tape. The HP FAX-900 or FAX-950 will not pick up the line. During the outgoing message, the fax machine will monitor the incoming line for a fax tone signal.

If the HP FAX-900 or FAX-950 detects a fax tone signal, the fax machine will automatically take over the call and start to communicate with the calling fax machine to receive the fax.

If a fax tone signal is not detected, the answering machine accepts the voice call and records the message.

The remote reception feature of your HP FAX-900 or FAX-950 allows you to still receive a fax call if you've picked up the telephone, attached to the answering machine, before the answering machine starts its outgoing message. In order to receive the fax calls, you must first set fax parameter 47 to option 2 (valid). Refer to Fax Parameters in chapter 4.

Then, if you answer the phone before the answering machine starts the outgoing message and you receive a fax call, which is recognized by the "beep" in the receiver, you can still receive the fax by pressing the ***** button on the phone **twice** and then hanging up.

It is recommended that you set the time in fax parameter 19 to the same length of time as the outgoing message on your answering machine. Factory set time is 20 seconds. To change the time in fax parameter 19, refer to Fax Parameters in chapter 4.

## Managing Incoming Calls on the HP FAX-700 and FAX-750

Manage incoming calls by setting the Reception Mode (Mode 7)

| For this connection: | Set Reception mode to: | Then read this note: |
|---|---|---|
| **An extension phone on the telephone line before the fax** | **Answer manually** | **Note 1** and **Remote Reception** |
| **No other devices on the telephone line** | **Fax Only** | **Note 2** |
| **A telephone connected directly to the fax** | **Auto Fax/Phone** | **Note 3** |
| **An answering machine connected directly to the fax** | **Auto Fax/Ans Mach.** | **Note 4** |

- Note 1
  When **Answer manually** is selected, the fax machine never answers incoming calls. To receive a fax in this mode, answer the extension phone and press the Start/Copy button on the front panel, or dial the remote reception code (123).
- Note 2
  When **Fax Only** is selected, the fax machine answers all incoming calls.
- Note 3
  When **Auto Fax/Phone** is selected, the fax machine answers a fax call, but fax reception must be disabled to receive a voice call. To disable fax reception, lift the phone receiver and press the Start button.
- Note 4
  When **Auto Fax/Ans Mach.** is selected, the fax machine answers a fax call, but switches voice calls to the answering machine. When you choose this setting, set the Fax/Ans Mach number equal to the rings that the answering machine waits before answering a call. Silent detect allows reception of faxes from older fax

machines. Choose Yes if you may receive faxes from older machines.

- **Remote Reception**
  Remote Reception allows the fax to answer when your reception code (123 is the default) is dialed from any extension connected to your phone line, including the calling phone. Select **Disable** to turn this setting off.

## Configuring the Fax Machine

The telephone Consumer Protection Act of 1991 makes it unlawful for any person to use a computer or other electronic device to send any message via telephone facsimile machine unless the message clearly contains the following information in a margin at the top or bottom of each transmitted page or on the first page of transmission:

- Date and Time of transmission
- Identification of either business, business entity or individual sending the message
- Telephone number of either the sending machine, business, business entity or individual

### Setting the Date and Time on the HP FAX-700 and FAX-750

These instructions show you , in detail, how to set the date and time that will print on each fax that you send. To do this, you will use menus, buttons and the keypad on the front panel. There are several ways to use buttons and keys with HP LearnFAST, the instructions in this guide show you one, easy method.

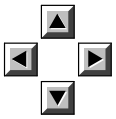
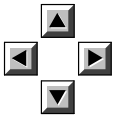
Follow the instructions below by first reading the text in the **Do This** column, then pressing the buttons and keys in the **Using These Buttons** column. Check to see that the display shows what you see in the **To Display** column.

If you make a mistake, press the Undo button located just under the Stop button on the front panel. If you want to stop and start over, press the Stop button.

| Do This | Using These Buttons | To Display |
|---|---|---|
| **Display the Menu**<br>**Press the Menu button.** | | **Menu Options (1–9)**<br>**1:Scan & Send** |
| **When you display the menu, there are 9 options available. Press the down arrow to browse down to 6: Settings. If you pass it, press the up arrow.** | | **Menu Options (1–9)**<br>**6:Settings** |
| **Choose Settings**<br>**Press the Enter key. Note that the display has changed.** | | **Settings (1–17)**<br>**01:Date & Time** |
| **Choose 01: Date & Time**<br>**Press the Enter key. Note that the display has changed.** | | **Date (MM/DD/YY)**<br>**[Aug]08/01/94** |

**Continued on the next page**

**Setting up the date and time (Continued)**

| Do This | Using These Buttons | To Display |
|---|---|---|
| Press the up and down arrows. When the month you want is displayed, press the right arrow to move to day. Browse to the day you want, then press the right arrow to move to year. Browse to the new year. If you make a mistake, use the left and right arrows to move to the mistake, then the up and down arrows to browse again. |  | Date (MM/DD/YY)<br>[Oct]10/20/94 |
| Select the Date<br><br>Press the Enter key. Note that the display has changed. | Enter | Time (HH:MM)<br>24Hr Clk[08:00]08:00 |
| Press the arrow keys to browse to the hour and minute you want. Your fax uses a 24 hour clock. When you browse past 12:00, the time is shown in 12 hr. format between the brackets. |  | Time (HH:MM)<br>24Hr Clk[02:15]14:15 |
| Save the new Time.<br><br>Press Enter, then press Stop to leave the menus. | Enter | Settings (1–18)<br>01:Date & Time |

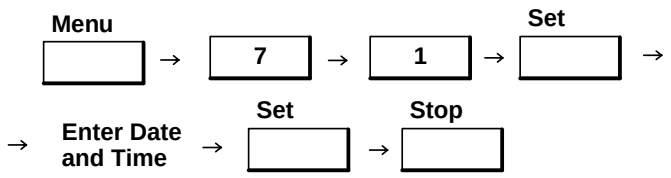
## Setting the Date and Time on the HP FAX-900 and FAX-950

Use the numeric keypad to enter a two-digit month, two-digit day, and four-digit year. Enter the time using a 24-hour day (military) clock format.

To move the cursor, use the Contrast and Resolution buttons.

To correct an error, place the cursor over the error and enter the new data or place the cursor over the first character and press the Clear button.

**To set the date and time**, press the buttons in the sequence shown and enter the necessary information where requested.

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**Note** Your fax machine is equipped with a Daylight Savings Time feature. This means that the fax machine clock will automatically set the time forward 1 hour on the first Sunday in April (that is, 2:00 am to 3:00 am) and set the time back one hour the last Sunday in October (that is, 2:00 am to 1:00 am). If you do not want this feature enabled, you need to change fax parameter 35 to the Invalid setting. Fax parameters are presented in chapter 4 of this guide.

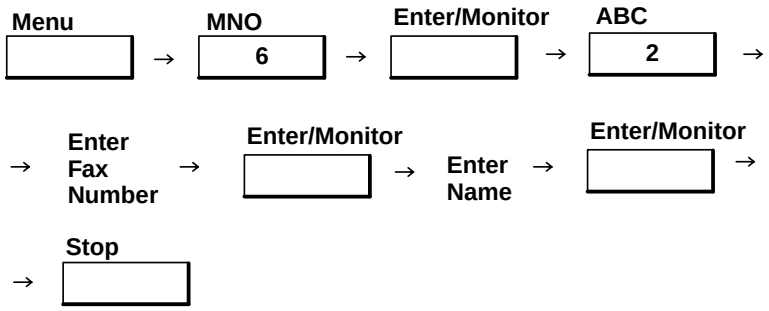
---

Example: July 26, 1993 at 9:30 am = 07 - 26 - 1993 09:30.
Example: October 13, 1993 at 6:30 pm = 10 - 13 - 1993 18:30.

## Setting the Fax Number and Name (Character ID) on the HP FAX-700 and FAX-750

The number and name of the sending fax machine will appear on receiving fax machine documents when printed. You can enter a name of up to 20 characters in length.

**To set the number and name,** press the buttons in the sequence shown and enter the necessary information where requested.




**To enter the name,** use the alpha-numeric keypad to enter the letters that make up the name. When entering a name, the cursor will be at the left-most position in the writable portion of the message display. Press an alpha-numeric key the number of times required to place the appropriate letter at this position. For example, suppose you wanted to place the letter L at this position. To accomplish this you would press the alpha-numeric key JKL 5 three times, once for J, once for K, and a third time for L. Press the right arrow key to the next character position and press an alpha-numeric key the necessary number of times to insert the second letter of the name.

The Redial/Pause button enters a dash, and the Report/Space button enters a space.

To move the cursor in the display, use the left and right arrow keys.

To correct an error, place the cursor over the erroneous character and enter the correct character.

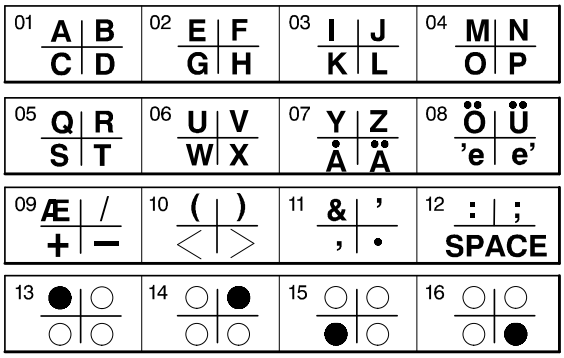
## Character Code Entry on the HP FAX-900

Character codes are used to enter your logo, character ID, and to enter names in one-touch and speed dial numbers. Alphabetic characters are represented by two-digit character codes.

Use the one-touch keypad to enter the two-digit character code for each alphabetic character. Use the Dial/Space button for inserting spaces between characters.

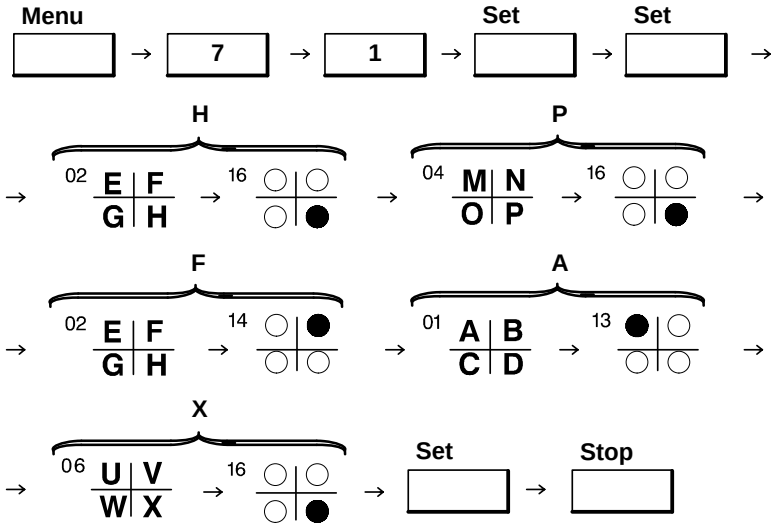
To correct an error, place the cursor over the error and enter the new data. To move the display cursor, use the Contrast and Resolution buttons.

Each alphabetic character code requires a two-button sequence. Note the relationship between the button position of the desired alphabetic character or symbol and the bottom row of buttons showing the position of the second button to be pressed. The second button to be pressed is identified by the dark circle whose position corresponds to the position of the letter or symbol to be used.

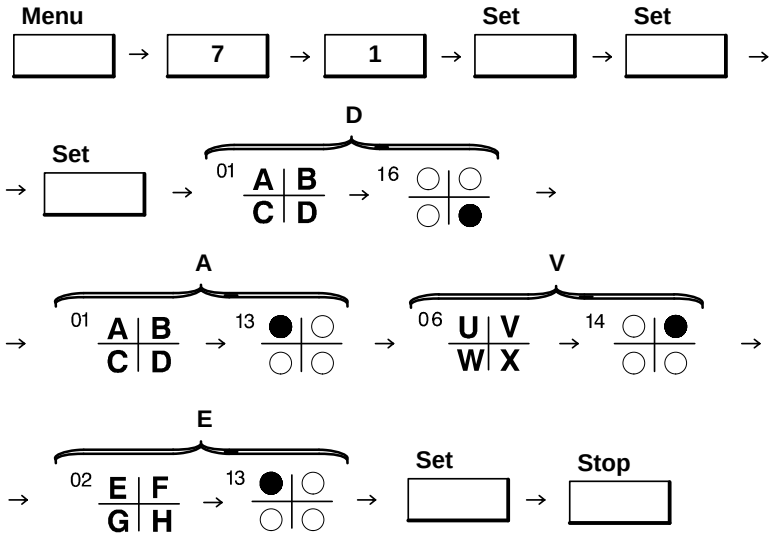



Using the examples shown on the next page, you will see how to enter the character codes for various alphabetic characters.

Example: **To enter the logo HPFAX,** press the buttons in the sequence shown.



Example: **To enter the character ID DAVE,** press the buttons in the sequence shown.




## Character Entry on the HP FAX-950

Characters are used to enter your logo, character ID, and to enter names in one-touch and speed dial numbers. Alphabetic characters are printed to the message window using the one–touch and program keys. See Figure 2-44 for an illustration of the one-touch keypad.

Use the one-touch keypad to enter the each alphabetic character. Use the Dial/Space button for inserting spaces between characters. The default is that the lower one–touch character is printed until P4 is pressed. After P4 is pressed, the upper character is printed until P4 is pressed again or fax machine power is cycled.

**To correct an error,** place the cursor over the error and enter the new data. To move the display cursor, use the Contrast and Resolution buttons.

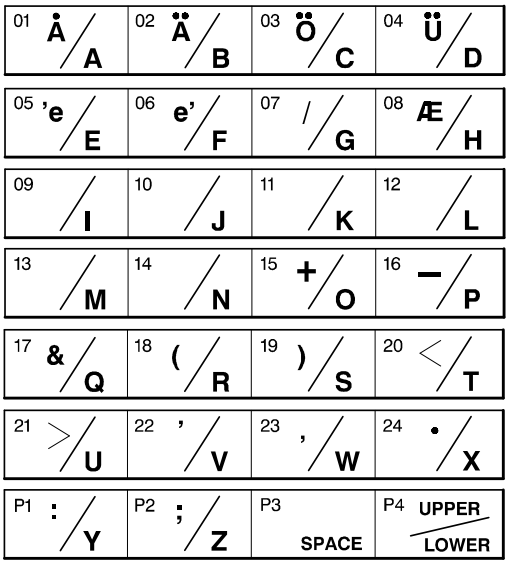
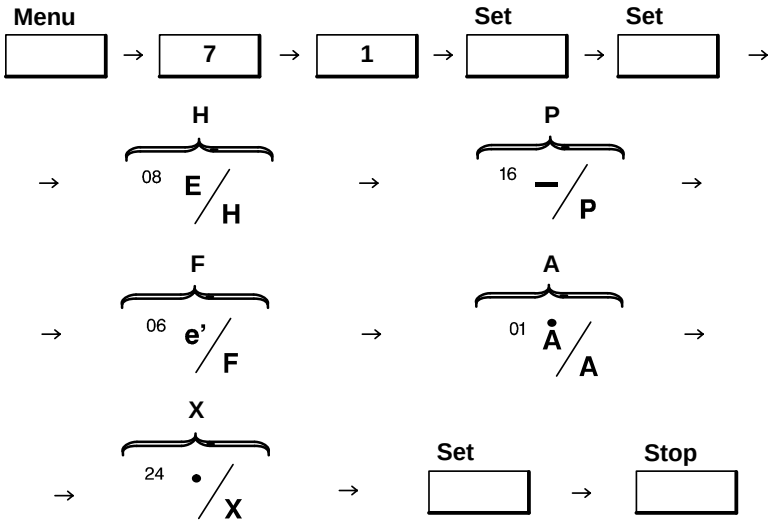


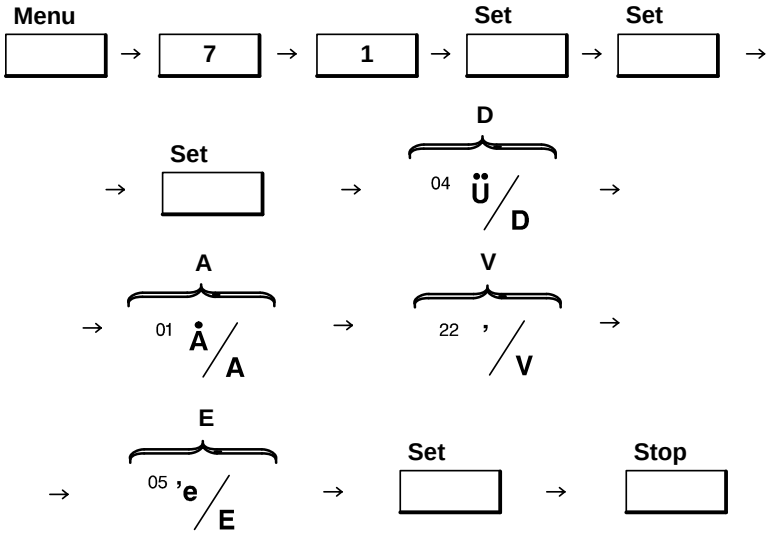

**Figure 2-44. One-touch Keypad (HP FAX-950)**

Using the examples shown next, you will see how to enter the character codes for various alphabetic characters.

Example: **To enter the logo HPFAX,** press the buttons in the sequence shown.




Example: **To enter the character ID DAVE,** press the buttons in the sequence shown.




## Setting a Character ID on the HP FAX-900 and FAX-950

---

**Note** HP FAX-700 and HP FAX-750 fax machines do not have character ID capabilities. A name can be entered on these machines, but the name is equivalent to the logo capability of the HP FAX-900 and FAX-950 machines.

---

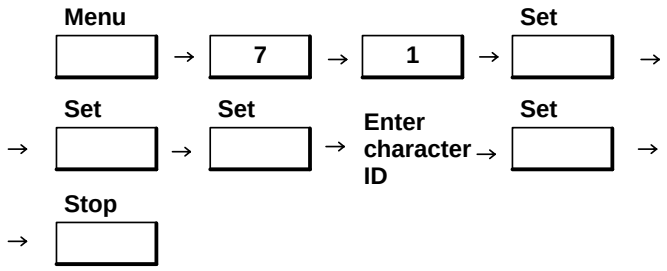
An additional form of fax machine identification is provided when communicating with a fax machine that has character ID capabilities. You can set your fax machine so that your character ID will appear on the receiving machine's display and its character ID will appear on your display.

You can enter a character ID up to 16 characters in length. Use the one-touch keypad to enter a two-digit character code or alphabetic character. You may want to use your company name as your character ID. For instructions on how to enter characters on the HP FAX-900 one-touch keypad, see the paragraphs under the heading, “Character Code Entry on the HP FAX-900”. For instructions on how to enter characters on the HP FAX-950 one-touch keypad, see the paragraphs under the heading, “Character Entry on the HP FAX-950”.

To move the cursor, use the Contrast and Resolution buttons.

To correct an error, place the cursor over the error and enter the new data or place the cursor over the first character and press the Clear button.

**To enter a character ID**, press the buttons in the sequence shown and enter the necessary information where requested.



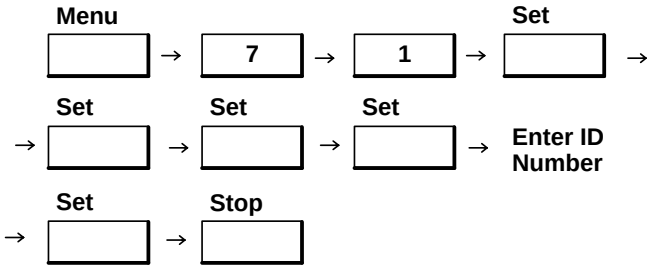

## Setting the ID Number on the HP FAX-900 and FAX-950

ID Numbers are used as additional forms of identification. They will appear in the displays of receiving fax machines during communications.

You can enter an ID Number up to 20 digits, including spaces, in length. Use the number keypad to enter numbers and the Dial/Space button for inserting spaces. You may want to use your fax telephone number as your ID Number.

To correct an error, use the Clear button to delete the error, then proceed to enter the correct information from that point.

**To enter an ID Number**, press the buttons in the sequence shown and enter the necessary information where requested.



## Setting the Logo on the HP FAX-900

---

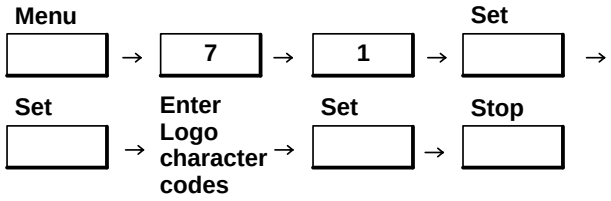
**Note** The term, logo, is not used on the HP FAX-700 and FAX-750. The term, name, is equivalent to the term, logo, since the name is included in the header of documents sent with these machines.

---

Your Logo is included in the header on documents you transmit and identifies you as the source of the documents.

You can enter a Logo up to 25 characters in length. Use the one-touch keypad to enter a two-digit character code for each character. Refer to the character code information given under the heading, “Character Code Entry on the HP FAX-900”, earlier in this chapter.

**To set the logo**, press the buttons in the sequence shown and enter the necessary information where requested.

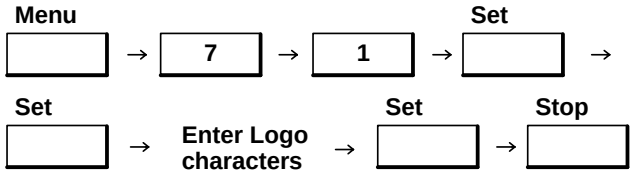



## Setting the Logo on the HP FAX-950

Your Logo is included in the header on documents you transmit and identifies you as the source of the documents.

You can enter a Logo up to 25 characters in length. Use the one-touch keypad to enter characters. Refer to the character entry information given under the heading, “Character Code Entry on the HP FAX-950”, earlier in this chapter.

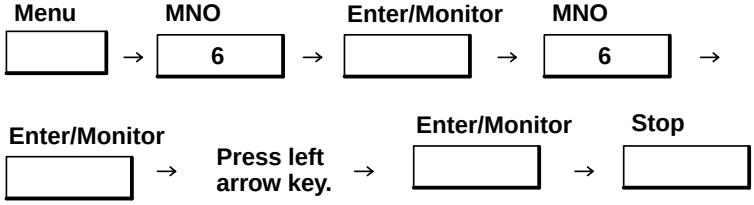
**To set the logo**, press the buttons in the sequence shown and enter the necessary information where requested.




## Setting the Pulse Dialing Method on the HP FAX-700 and FAX-750

Your HP FAX-700 or FAX-750 is factory set for touchtone dialing. If you connect your FAX machine to a pulse dialing system, you will need to configure the FAX for pulse dialing.

**To set for pulse dialing**, press the buttons in the sequence shown.



**To set the HP FAX-750 handset for pulse dialing,** slide the DIAL switch to the left. See Figure 2-45.

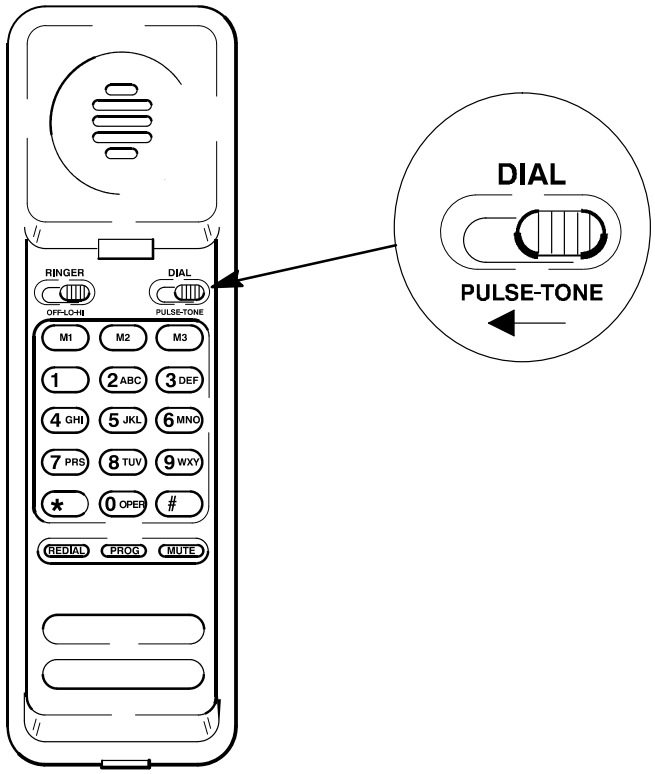


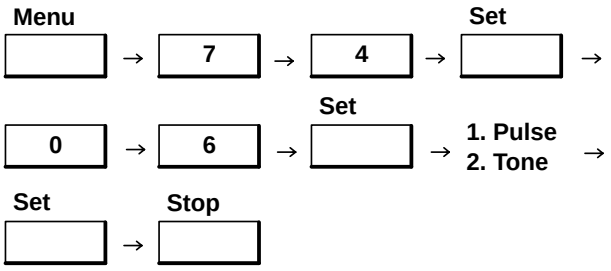

**Figure 2-45. Setting the HP FAX-750 Handset for Pulse Dialing**

## Setting the Pulse Dialing Method on the HP FAX-900 and FAX-950

Your HP FAX-900 or FAX-950 is factory set for touchtone dialing. If you connect your fax machine to a pulse dialing system, you will need to configure the fax machine for pulse dialing.

Configuring for tone or pulse dialing requires setting fax parameter 6 to tone or pulse dialing.

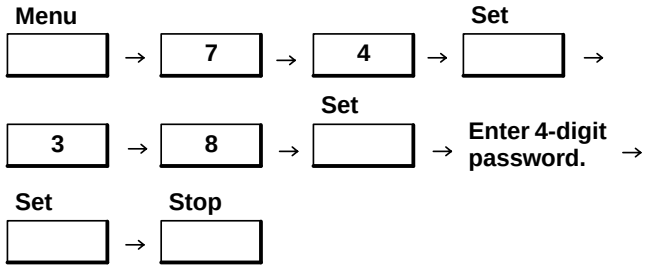
**To configure for tone or pulse dialing**, press the buttons in the sequence shown and enter the necessary information where requested.



## Entering a Fax Access Code (HP FAX-950)

A fax access code can be used to prevent unauthorized use of the fax machine. Once a code is entered, use of the machine to send a fax requires the entry of the access code. Receiving is not affected. The code can be entered, changed, and deleted as necessary.

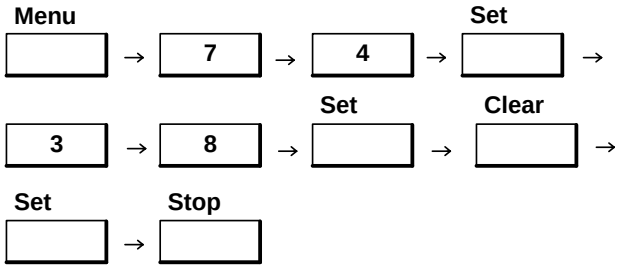
**To enter a fax access code,** press the buttons in the sequence shown and enter the necessary information where requested.




If an access code is set and required to use the machine, the display will indicate, Access Code=. Enter the access code and press the Set button. You may now operated the fax machine.

## Clearing a Fax Access Code (HP FAX-950)

**To clear (erase) a fax access code,** press the buttons in the sequence shown.

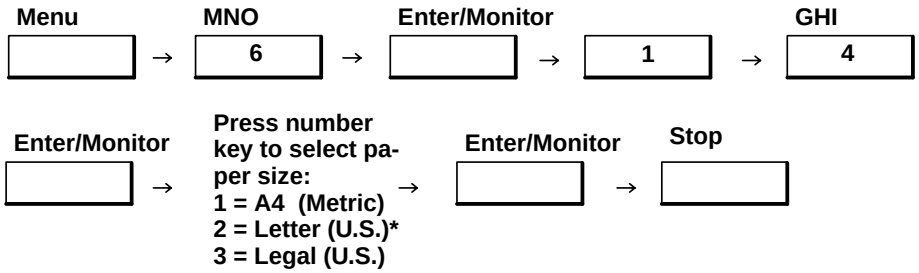



To change an access code, clear (erase) the old code and enter a new code using the above procedures.

## Setting the Paper Size on the HP FAX-700 and FAX-750

Your HP FAX-700 or HP FAX-750 is factory set for U.S. letter size ( 8 1/2 in. x 11 in.) paper. If you want to use U.S. legal (8 1/2 in. x 14 in.) or metric A4 (210 mm x 297 mm) size paper, you will need to configure the FAX machine paper size parameter 14 in the settings menu.

**To set the FAX machine for the paper size used**, press the buttons in the sequence shown and enter the necessary information where requested.

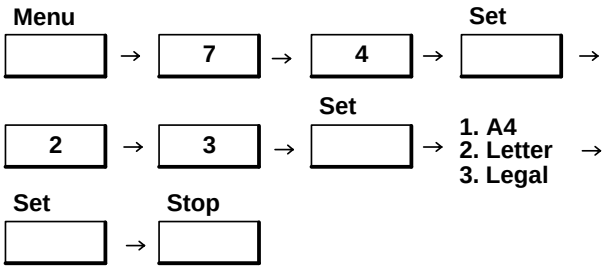


## Setting the Paper Size on the HP FAX-900 and FAX-950

Your HP Fax 900 is factory set for receiving documents using the standard paper size of the country of destination when ordered. In the U.S. A., it is set for receiving letter - 8 1/2 in. x 11 inch documents. Where the metric system is normally used, it is set for receiving A4 size documents.

If you want to configure to receive U.S. legal (8 1/2 in. x 14 in.) or change to receive letter (8 1/2 in. x 11 in) or A4 (210 mm x 297 mm) size documents, you will need to configure fax parameter 23 to the desired size.

**To configure the received document paper size**, press the buttons in the sequence shown and enter the necessary information where requested.




## Switching the Verification Stamp ON (HP FAX-950)

---

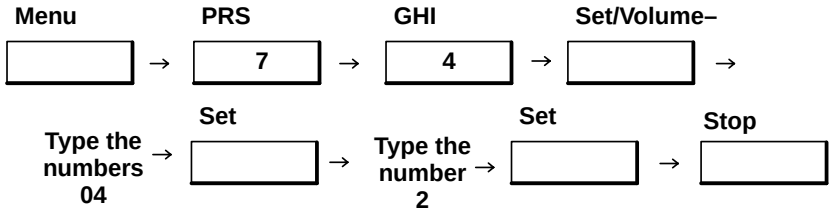
**Note** HP fax machines FAX-700, FAX-750, and FAX-900 do not have a verification stamp capability.

---

The verification stamp is a small mark ⊗ that prints at the bottom of each successfully transmitted page. The HP FAX-950 comes from the factory with the verification stamp switched OFF. The FAX-950 can be temporarily switched ON by pressing the **Stamp** ∨ button . The lamp next to the button is lit when the stamp feature is ON.

After the document is sent, the fax machine automatically returns the stamp setting to its current value.

**To permanently switch the verification stamp ON,** change fax parameter 04 to Option 2 using the following procedure:

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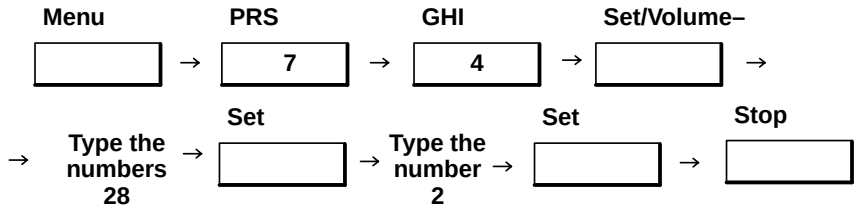
**Note** Normally the fax machine does not stamp originals as they are stored in memory (for later transmission, for example). To switch the verification stamp ON for stored documents, you must also set fax parameter 28 (MEMORY STORED STAMP) to Option 2.

---

**To permanently switch the memory-stored verification stamp ON,** use the following procedure:



# 3

# Operation and Usage

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## Introduction

This chapter gives information on the operation and usage of the HP FAX-700, HP FAX-750, HP FAX-900, and HP FAX-950 facsimile machines. For additional information about the fax machines' control panels, refer to the following documents as appropriate:

- HP FAX-700/750 User's Guide
- HP FAX-900 User's Guide
- HP FAX-950 User's Guide

## Turning the FAX machine ON and OFF

### Turning the FAX-700 and FAX-750 ON and OFF

1. Plug the power cord into a grounded electrical outlet.
2. Turn ON (**I**) the fax machine by pressing the forward half of the ON/OFF switch, located on the right rear corner (viewed from the front) of the fax machine.
3. To turn OFF (**O**) the fax machine, press the rear half of the ON/OFF switch.

### Turning the FAX-900 and FAX-950 ON and OFF

1. Plug the power cord into a grounded electrical outlet. Your fax machine is designed to operate with the standard power source for the country of destination when ordered.

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**Note** Due to the different power specifications of various countries, operation of the fax machine outside of the original country of destination may cause problems.

---

2. Turn ON (**I**) the fax machine by pressing the ON/OFF switch, located on the left rear corner of the fax machine. The message display on the fax machine control panel will be lit when the fax machine is powered ON.

Whenever the fax machine is turned ON (**I**), the front panel display will first indicate the fax machine identification and memory option. Then the display will instruct you to wait while it performs the built-in self-test routine. At completion of the self-test, the display will show a date and time. Instructions for entering or changing the date and time are provided in chapter 3. The first time you turn the fax machine ON, the fax machine display will prompt you to load paper and ink. A "beeping" noise will also be heard. Refer to the paper and ink cartridge loading procedures in chapter 2.

3. To turn OFF (**O**) the fax machine press the ON/OFF switch again.

## Fax Operating Modes

HP fax machines have five basic modes of operation:

- In *standby* mode, the fax machine is idle. It is ready to transmit or receive documents.
- In *receiving* mode, the fax machine is receiving a document from another station. It cannot receive or transmit other documents.

- In *transmitting* mode, the fax machine is transmitting a document to another station. It cannot receive or transmit other documents.
- In *printing* mode, the fax machine is printing a report, list, or document.
- In information mode, information codes are shown in the message window. The fax machine is indicating an error condition, such as no paper in the paper IN tray. It can receive and transmit documents under most error conditions. Chapter 5 of this guide gives details on how to respond to information codes.

A description of the control panel functions and keys begins on the next page of this guide.

# Control Panel Keys and Functions

## HP FAX-700 and HP FAX-750 Control Panel Keys and Functions

Figure 3-1 shows the control panel buttons. The control panel, located on the ADF, contains most of the user interface controls. Refer to Table 3-1 for a detailed explanation of each control.

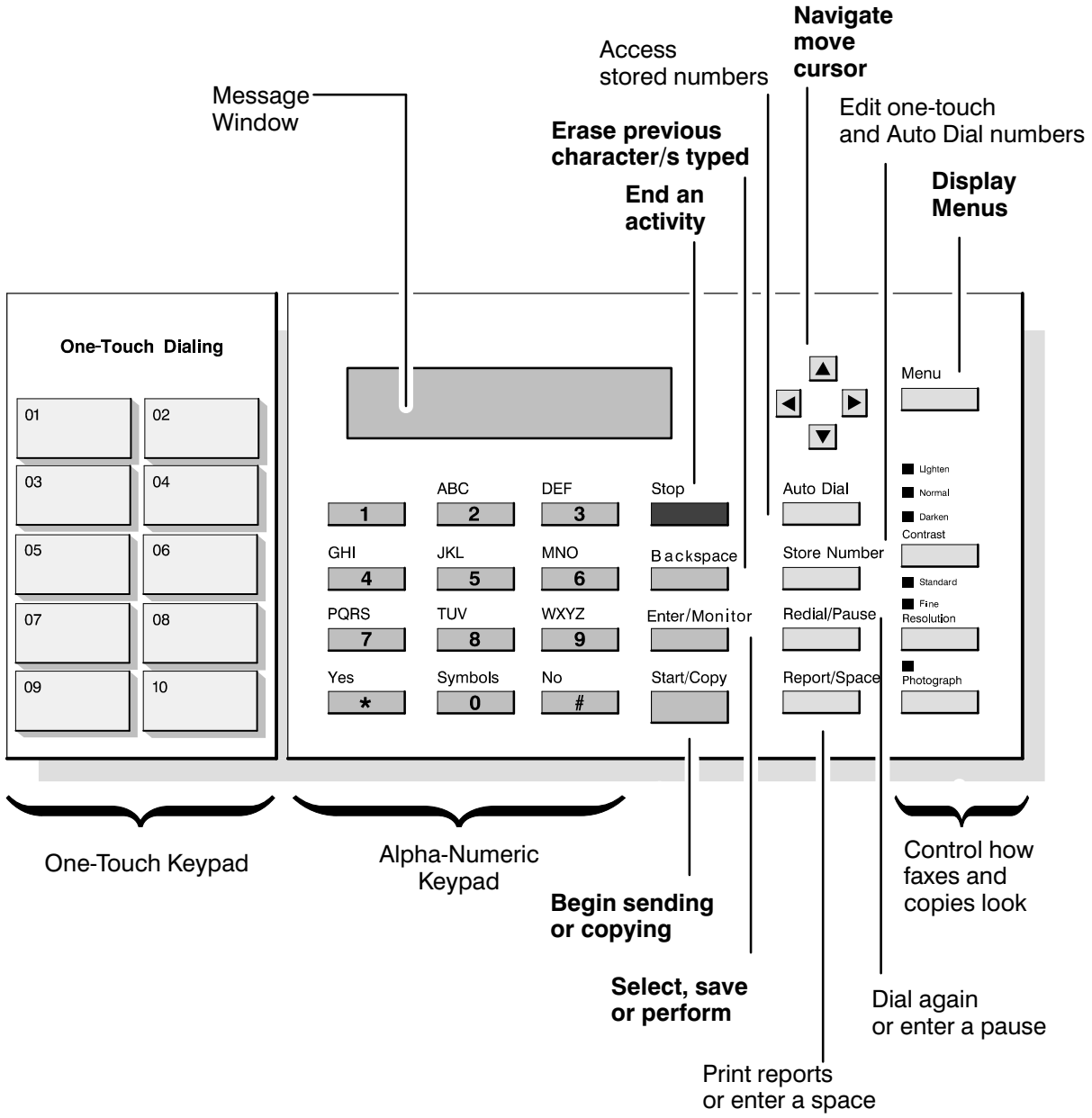



**Figure 3-1. Control Panel (HP FAX-700 and HP FAX-750)**

**Table 3-1. HP FAX-700 and HP FAX-750 User Interface Controls**

| Control Panel Item | Action |
|---|---|
| Message Window | Shows the date and time in standby mode. Shows relevant information during operations. Shows information codes for diagnosing problems. |
| One-Touch/Keypad | Ten buttons that can be programmed for one-touch dialing The user can print a one-touch directory sheet with one-touch numbers and station names by pressing the Reports/Space button, sellecting choice 3, and pressing the Enter/Monitor button. |
| Alpha-Numeric Keypad | Twelve buttons used for direct dialing, storing speed dialing numbers and names, and selecting functions. |
| Stop Button | Cancels any current activity and returns the fax machine to standby mode. |
| Backspace Button | Moves the cursor right-to-left in the message window erasing previously typed characters as it does so. |
| Enter/Monitor Button | Selects a menu item, saves a setting, or performs an operation. Also allows the user to hear dialing and phone ringing operations during fax transmission. |
| Start/Copy Button | Begins a selected function or operation. Also initiates a copying operation. |
| Arrow Buttons | Used to move the cursor in the message window while editing one-touch and auto dial numbers. |
| Auto Dial Button | When pressed, this button indicates that an auto-dial or a speed dialing code will follow. |
| Store Number Button | Used to edit one-touch and auto dial numbers. |
| Redial/Pause Button | Redials a previously entered telephone number or enters a pause when dialing or storing a telephone number. |
| Report/Space Button | Accesses the reports menus directly from the standby mode or enters a space when storing a telephone number. The reports menus available are 1: Last Transaction, 2: Last 32 Transactions, 3: Auto Dial Directory, 4: Settings. After pressing this button, select the report by either browsing through the reports to the report you want or pressing the number of the report you want. Then press the Enter/Monitor button. |
| Menu Button | This button causes menus to be displayed in the message window. |

**Table 3-1. HP FAX-700 and HP FAX-750 User Interface Controls (Continued**

| Control Panel Item | Action |
|---|---|
| Contrast | Selects the contrast of the scanned document (Normal, Lighten, or Darken) for a single transmission. The default setting is “Normal” contrast. |
| Resolution | Selects the resolution of the sending document (Standard or Fine) for a single transmission. The default setting is “Standard”. |
| Photograph Button | When this button has been pressed, and the LED above the button is lit, pressing the Start/Copy button will cause the fax machine to print a copy of a photograph. The resolution will be better than “Fine”. Photographs can be copied in either the Quality or the Economy mode through the Settings 05, Photo Quality menu. The Quality mode will provide a better reproduction of the photograph, but will take more time. The Economy mode will not provide as sharp an image as the Quality mode, but will take less time. |

## HP FAX-900 Control Panel Keys and Functions

Figure 3-2 shows the control panel buttons. The control panel, located on the ADF cover, contains most of the user interface controls. Refer to Table 3-2 for a detailed explanation of each control.

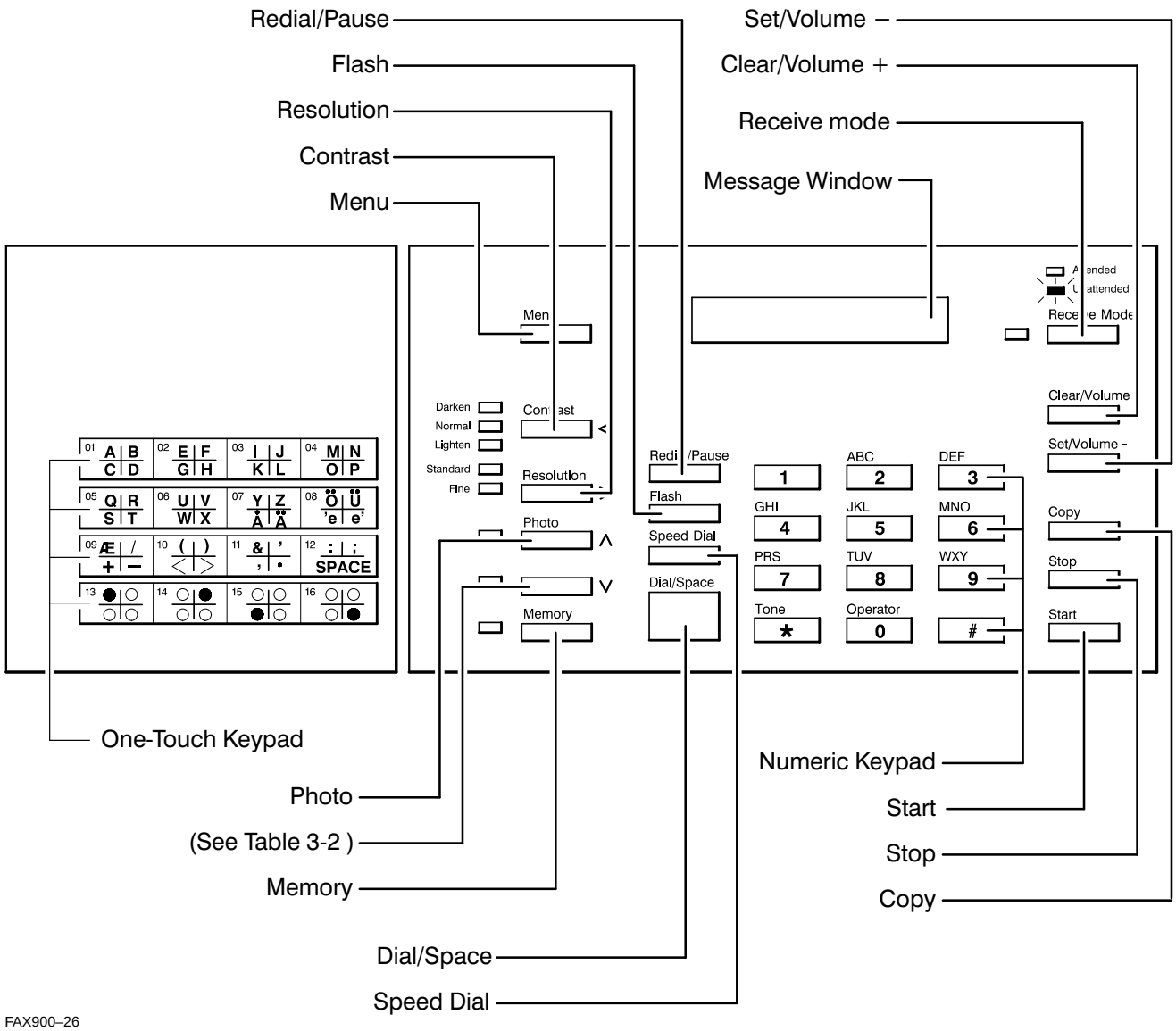



**Figure 3-2. Control Panel (HP FAX-900)**

**Table 3-2. HP FAX-900 User Interface Controls**

| Control Panel Item | Action |
|---|---|
| Message Window | Shows the date and time in standby mode. Shows relevant information during operations. Shows information codes for diagnosing problems. |
| One−Touch Keypad | Sixteen buttons that can be programmed for one-touch dialing or used to enter alphabetic characters when forming logos or station names. The user can print a one-touch directory sheet with one-touch numbers and station names. |
| Numeric Keypad | Twelve buttons used for direct dialing, storing numbers, and selecting functions. |
| Menu Button | Starts an operation or changes fax settings. For example, the first step in selecting a test mode is pressing the Menu button. |
| Contrast < Button | Selects the contrast of the scanned document (Normal, Darken, or Lighten) for a single transmission. The default setting is “Normal” contrast (Normal LED on).<br>This button also functions as a left arrow (<) when editing information in the message window. |
| Resolution > Button | Selects the resolution of the sending document (Standard or Fine) for a single transmission. The default setting is “Standard” (Standard LED on).<br>This button also functions as a right arrow (>) when editing information in the message window. |
| Photo ∧ Button | Selects photo mode for a single transmission for improved image quality of photographs and documents with shades of gray when scanning.<br>This button also functions as a up-arrow ( ∧ ) when editing information in the message window. |
| ∨ Button | Functions as a down-arrow ( ∨ ) when editing information in the message window. |
| Memory Button | Stores a document in memory. |
| Redial/Pause Button | Redials a previously entered telephone number or enters a pause when dialing or storing a telephone number. |
| Flash Button | Some PBX systems require a flash signal to access outside lines. the flash feature lets you use the fax machine with those PBX systems. |
| Speed Dial Button | Used to select the speed-dial abbreviated dialing method. After presing the speed dial button, a two-digit code must be entered to identify the station being called. |
| Dial/Space Button | Used to start manual dialing and to enter a space when storing a telephone number. |

**Table 3-2. HP FAX-900 User Interface Controls (Continued)**

| Control Panel Item | Action |
|---|---|
| Receive mode Button | Selects the attended or unattended receive mode. The lamp is ON when in the unattended mode, OFF when in the attended mode.The unattended receive mode is the default. |
| Clear/Volume + Button | Used to clear characters or erase entries. Also used to increase speaker volume. |
| Set/Volume − Button | Used to set (store) entries. Also used to decrease speaker volume. |
| Copy Button | Used to make single copies of individual pages of documents. |
| Stop Button | Used to stop a transmission or cancel an operation. when pressed, the fax machine returns to the Date/Time display. |
| Start Button | Used to start an operation. Not required to start a one-touch or speed-dial sequence or copy. |

## HP FAX-950 Control Panel Keys and Functions

Figure 3-3 shows the control panel buttons. The control panel, located on the ADF cover, contains most of the user interface controls. Refer to Table 3-3 for a detailed explanation of each control.

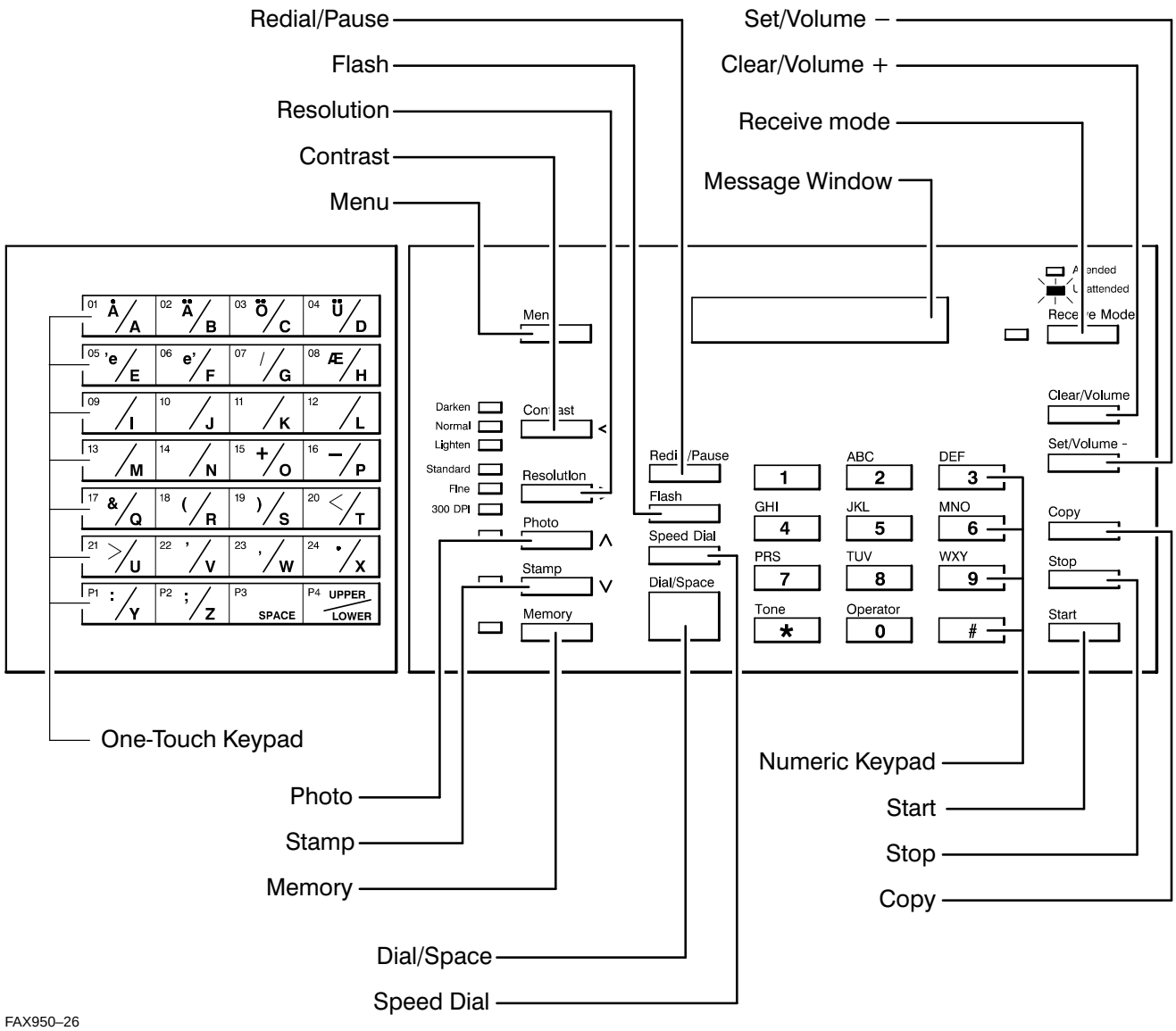



**Figure 3-3. Control Panel (HP FAX-950)**

**Table 3-3. HP FAX-950 User Interface Controls**

| Control Panel Item | Action |
|---|---|
| Message Window | Shows the date and time in standby mode. Shows relevant information during operations. Shows information codes for diagnosing problems. |
| One−Touch Keypad | Twenty-four buttons that can be programmed for one-touch dialing or used to enter alphabetic characters when forming logos or station names. The user can print a one-touch directory sheet with one-touch numbers and station names. |
| Numeric Keypad | Twelve buttons used for direct dialing, storing numbers, and selecting functions. |
| Menu Button | Starts an operation or changes fax settings. For example, the first step in selecting a test mode is pressing the Menu button. |
| Contrast < Button | Selects the contrast of the scanned document (Normal, Darken, or Lighten) for a single transmission. The default setting is “Normal” contrast (Normal LED on).<br>This button also functions as a left arrow (<) when editing information in the message window. |
| Resolution > Button | Selects the resolution of the sending document (Standard, Fine, or 300 dpi) for a single transmission. The default setting is “Standard” (Standard LED on).<br>This button also functions as a right arrow (>) when editing information in the message window. |
| Photo ∧ Button | Selects photo mode for a single transmission for improved image quality of photographs and documents with shades of gray when scanning.<br>This button also functions as a up-arrow ( ∧ ) when editing information in the message window. |
| Stamp ∨ Button | Turns the verification stamp on and off for a single transmission.<br>This button also functions as a down-arrow ( ∨ ) when editing information in the message window. |
| Memory Button | Stores documents in memory. |
| Redial/Pause Button | Redials a previously entered telephone number or enters a pause when dialing or storing a telephone number. |
| Flash Button | Some PBX systems require a flash signal to access outside lines. the flash feature lets you use the fax machine with those PBX systems. |
| Speed Dial Button | Used to select the speed-dial abbreviated dialing method. After pressing the speed-dial button, a two-digit code must be entered to identify the station being called. |
| Dial/Space Button | Used to start direct dialing or enters a space when storing a telephone number. |

**Table 3-3. HP FAX-950 User Interface Controls (Continued)**

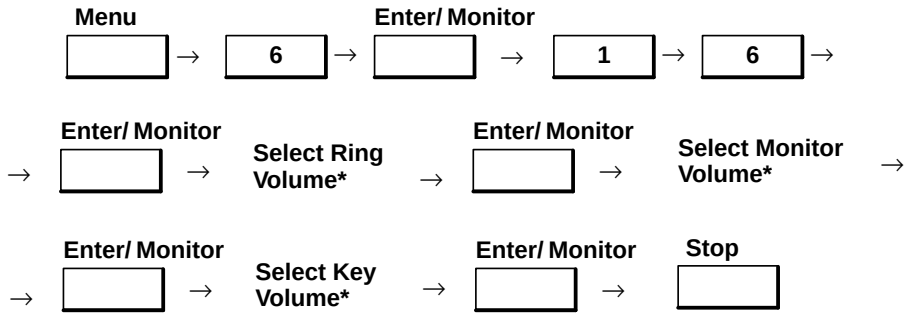
| Control Panel Item | Action |
|---|---|
| Receive mode Button | Selects the attended or unattended reception mode. The unattended reception mode is the default. |
| Clear/Volume + Button | Erases any previous input when performing or setting a function. In standby, this button acts to increase the volume of the dial tone if the Dial/Space button has been pressed. |
| Set/Volume − Button | Used to select a function or to precede and follow the entry of data. In standby, this button acts to decrease the volume of the dial tone if the Dial/Space button has been pressed. |
| Copy Button | Used to make copies of individual pages of documents. |
| Stop Button | Cancels any current activity and returns the fax to standby mode. In standby mode the Date/Time display appears in the message window of the fax machine. |
| Start Button | Begins a selected function or operation. Not required to start a one-touch or speed-dial sequence or copy. |

# Adjusting Volume

## Adjusting Speaker, Monitor, and Button Volume on the HP FAX-700 and FAX-750

Loudness (volume) of the ring, monitor, and key (button) press beep can be adjusted through the settings menus.

To adjust the speaker, monitor, and button loudness, press buttons in the sequence shown:

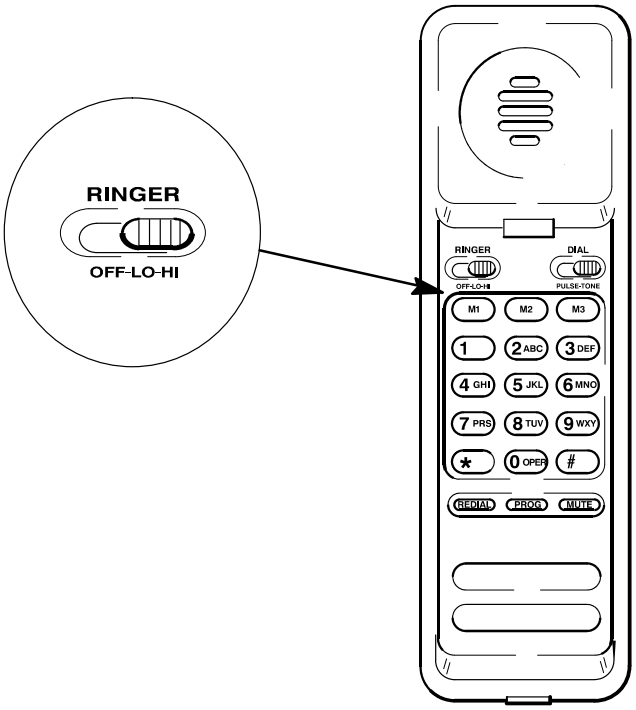



*** Volume Choices are 1.) Off, 2.) Soft, 3.) Medium, 4.) Loud**

## Adjusting Handset Ringer Volume on the HP FAX-750

First, adjust the speaker, monitor, and button volume for the fax machine itself using the same procedure as is used on the HP FAX-700. The proper procedure is described above. Then adjust the volume control on the handset as described below.

Loudness (volume) of the dial tone and busy signals for the handset can be adjusted using the ringer control switch. See Figure 3-4.



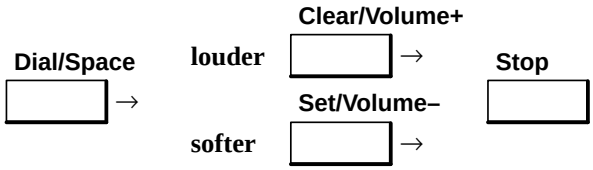

EK_39

**Figure 3-4. Volume Control on the HP FAX-750**

## Adjusting Speaker Volume on the HP FAX-900 and FAX-950

Loudness (volume) of the dial tone, ringing and busy signals can be adjusted using the Clear/Volume+ and Set/Volume– buttons. You can increase the loudness of the speaker using the Clear/Volum+ button and decrease the loudness of the speaker using the Set/Volume– button.

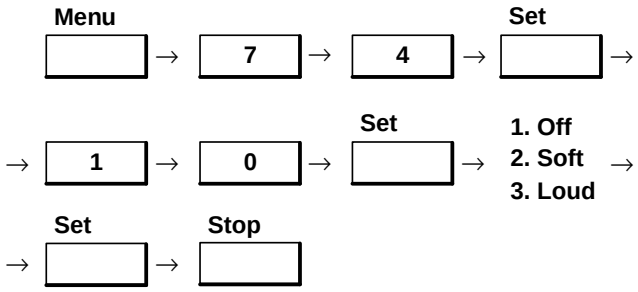
To adjust the speaker loudness, press the buttons in the sequence shown in the following procedure:




## Adjusting Button Volume on the HP FAX-900 and FAX-950

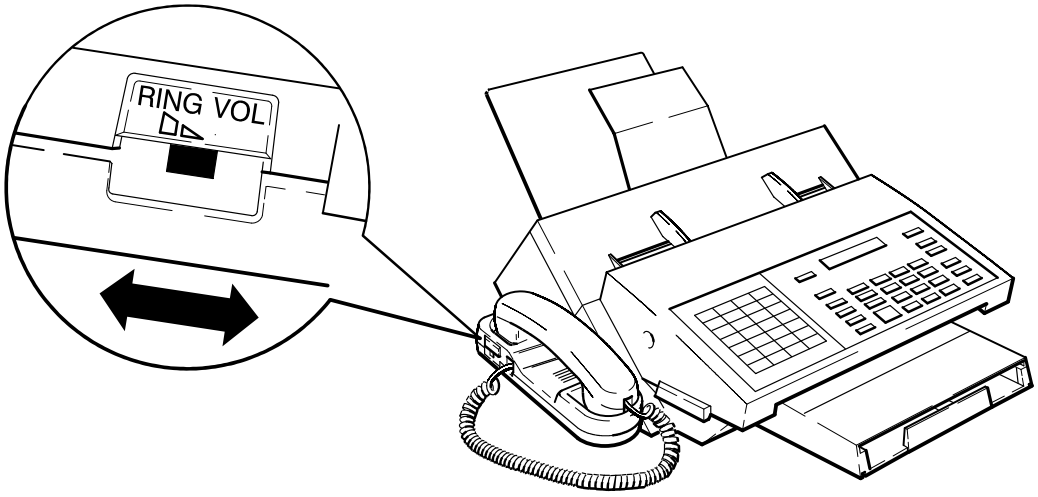
Loudness (volume) of the button presses can be adjusted by changing fax parameter 10. You can set the loudness of the button presses to Off, Soft or Loud. Press button 1, 2, or 3 on the numeric keypad to set the loudness as indicated.

To adjust the loudness of the button presses, press the buttons in the sequence shown in the following procedure:



### Adjusting Handset Ringer Volume on the HP FAX-950

Loudness (volume) of the handset ringing signals signals can be adjusted using the ringer volume control switch located on the side of the handset cradle near the back edge. Move the switch forward to reduce the volume or backward to increase the volume. See Figure 3-5.




FAX950–19

**Figure 3-5. Handset Ringer Volume Control on the HP FAX-950**

## Sending a Document

### FCC Fax Transmission requirements

The telephone Consumer Protection Act of 1991 makes it unlawful for any person to use a computer or other electronic device to send any message via telephone facsimile machine unless such message clearly contains in a margin at the top or bottom of each transmitted page or on the first page of transmission the following information:

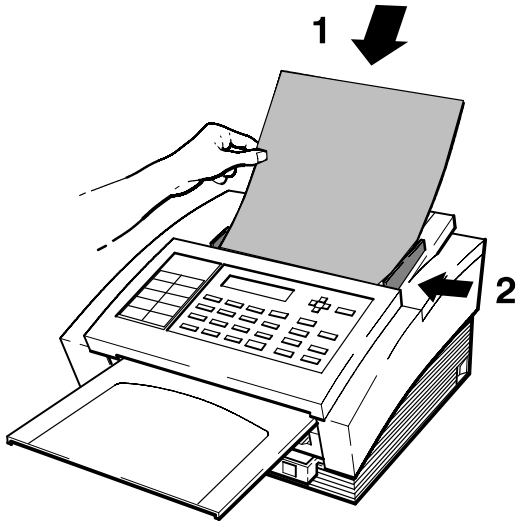
- Date and Time of transmission
- Identification of either business, business entity or individual sending the message
- Telephone number of either the sending machine, business, business entity or individual.

In order to program this information into your facsimile machine, you should refer to page numbers 2-33 through 2-41.

### Loading a Document into the HP FAX-700 and FAX-750

Before loading the document flip the document IN tray extender (Tray 3) up and back toward the rear of the fax machine.

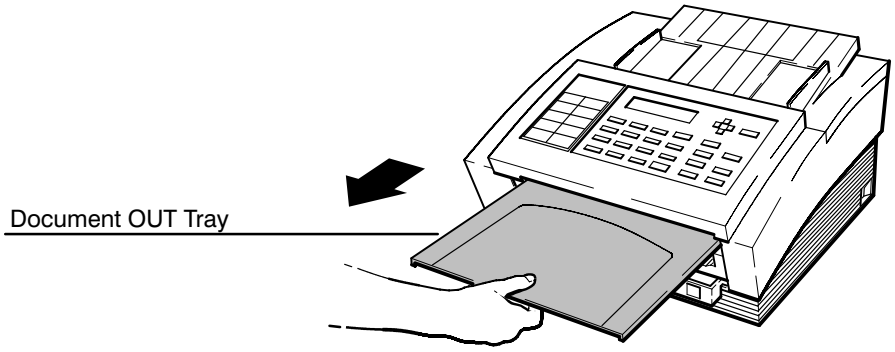
To load a document into the fax machine for transmission, fan the document pages and load your document, printed side facing down, into the automatic document feeder (ADF). The ADF will hold up to twenty pages. If more than twenty pages are to be sent, place additional pages on top of last page as the document pages are fed through the machine. See step 1, Figure 3-6. Then adjust the document feed assembly to fit the width of the document. See step 2, Figure 3-6.




EK_12

**Figure 3-6. Loading a Document into the HP FAX-700**

Slide the document OUT tray forward until it stops. The tray will catch the pages of the document as they exit the machine after transmission.




EK_7

**Figure 3-7. Sliding the Document OUT Tray Forward**

Adjust the ADF document guides to center the document in the ADF. See step 2 of Figure 3-6.

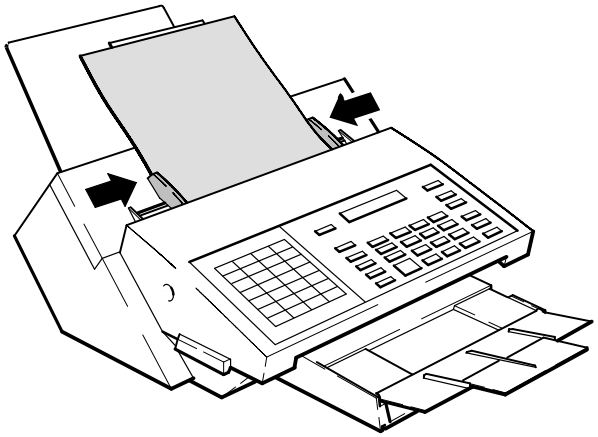
After loading the document, use one of the dialing methods described in this chapter to dial the telephone number of the receiving station where the document is to be sent.

## Loading a Document into the HP FAX-900 and FAX-950

To load a document into the fax machine for transmission, **load your document printed side facing down** into the automatic document feeder. The automatic document feeder will hold up to twenty pages (30 pages if 20 lb or less paper weight is used). If more than twenty pages are to be sent, place additional pages on top of last page as the document pages are fed through the machine. Make sure the document is free of paper clips and staples and is not torn.

Load the document and adjust the top cover document guides to fit the document. The HP FAX-900 is illustrated after the next paragraph, but the location of the document guides and the document position do not differ for the FAX-950.

The fax machine will display that the document is set and generate a short beep sound, indicating that the document is properly set into the automatic document feed mechanism.



## One-Touch Dialing on the HP FAX-700 and FAX-750

With one-touch dialing, you can set up a one-touch button to represent a telephone number. Each one-touch number can contain a maximum of 36 digits, including pauses and spaces, and a station name up to 15 characters in length to identify the receiving station. Use the 10-button, one-touch keypad to select the pre-programmed phone number(s).

**To use one-touch dialing**, simply load a document onto the ADF and press the one-touch button that has been programmed with the destination fax number.

**If you have not already programmed the one-touch keypad**, or wish to change a programmed phone number and name, you will need to enter the phone number(s) and name(s) into the fax machine memory or edit them.

Use the instructions for the FAX-700 and FAX-750 in chapter 2 under the heading, “Setting the Fax Number and Name on the HP FAX-700 and FAX-750”, to enter the name (15 characters maximum) you want associated with the desination fax number.

**To program the one-touch keypad**, press the buttons in the sequence shown and enter the necessary information where requested for each button to be programmed. The one-touch numbers are Auto Dial numbers 01 through 10.

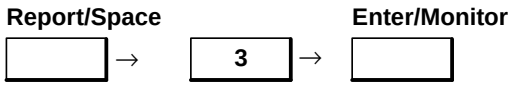
**Store Number** → **1. Auto Dial Number** **2. Group List** → **Enter/Monitor** → **Type Fax Number** →

→ **Enter/Monitor** → **Type Name** → **Enter/Monitor** → **Select Yes to continue** **Select No to go to standby**

**To search for unused one-touch keys.** You can access and scroll through the one-touch directory (and all the auto dial numbers) by pressing the buttons in the sequence shown. If you want to program an unused one-touch key or autodial number, press the right arrow key once you have reached the auto dial number that you want to program. Pressing the right arrow key returns you to the edit field. Perform the programming procedure starting at the “**Type Fax Number**” step above. If you are only scrolling, press the Stop button to return to the Date/Time display after scrolling is completed.

**Store Number** **Enter/Monitor** → **Press any arrow key.** → **Then** ▲ **or** ▼ **to move through auto dial numbers**

**To print the one-touch dialing overlay and auto dial dial directory.** Press the buttons in the sequence shown. The one-touch directory prints each station name and phone number below its one-touch number and places the names and numbers in a rectangular form that can be cut out and placed over the one-touch keypad for quick reference. The auto dial directory is a complete list of two-digit auto dial numbers and associated names. Where no name has been associated with the auto dial number, the term (UNUSED) is placed to the right of the number.

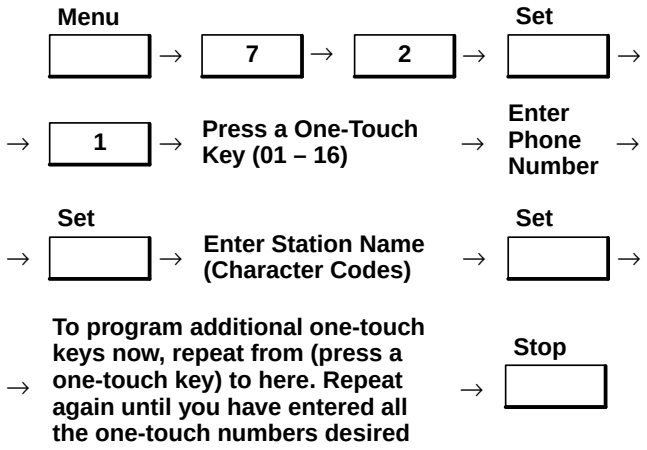



## One-Touch Dialing on the HP FAX-900

With one-touch dialing, you can set up a one-touch button to represent a telephone number. Each one-touch number can contain a maximum of 36 digits, including pauses and spaces, and a station name up to 15 characters in length to identify the receiving station. Pressing the Pause button causes a hyphen to appear in your display where entering the phone number.

Use the 16-button, one-touch keypad to select the pre-programmed phone number(s).

**One-touch Key Programming.** If you have not already programmed the one-touch keypad, or wish to change a programmed phone number, you will need to enter your phone number(s) and station name into the fax machine memory as follows:

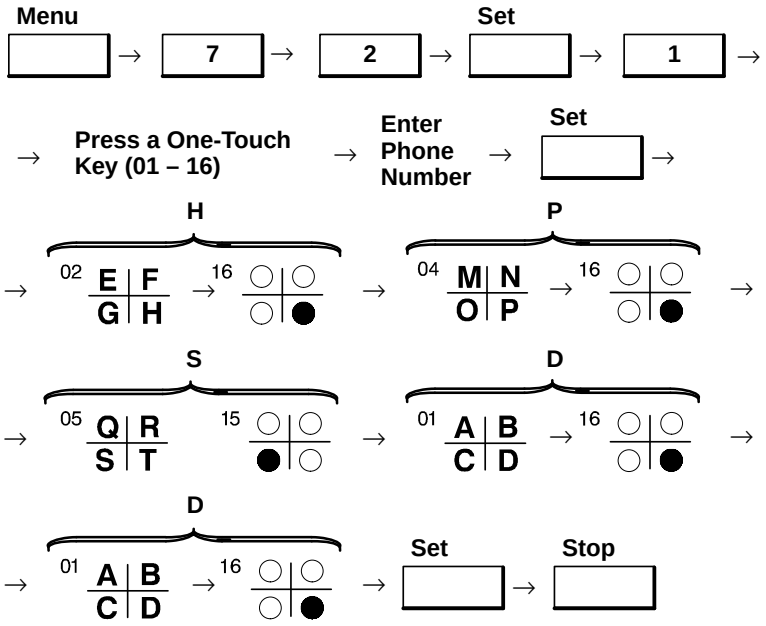

Menu
7
2
Set
1
Press a One-Touch Key (01 – 16)
Enter Phone Number
Set
Enter Station Name (Character Codes)
Set
To program additional one-touch keys now, repeat from (press a one-touch key) to here. Repeat again until you have entered all the one-touch numbers desired
Stop

**Entering your station name (15 characters maximum).** Use the one-touch keypad to enter the two-digit character code for each alphabetic character. Use the Dial/Space button for inserting spaces between characters.

To correct an error, place the cursor over the error and enter the new data. To move the display cursor, use the Contrast and Resolution buttons.

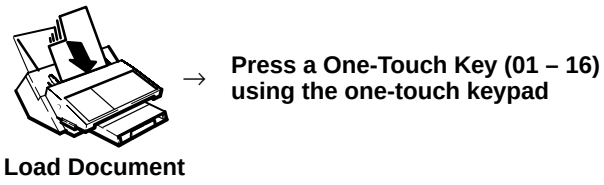
Each alphabetic character code requires a two-button sequence. A description of the procedure for entering alphabetic characters is provided in the section of chapter 2 titled, “Character Code Entry on the HP FAX-900.”

Example: To enter the station name HPSDD, press the buttons in the sequence shown.

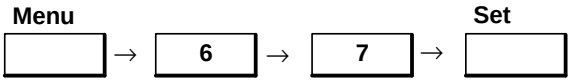



**To use one-touch dialing.** If you have not already programmed the one-touch keys into your fax machine memory, do so now using the procedure for programming the one-touch keypad given on the previous two pages.

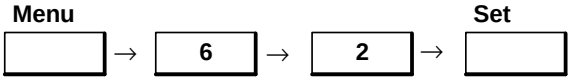
To use one-touch dialing, do the following:



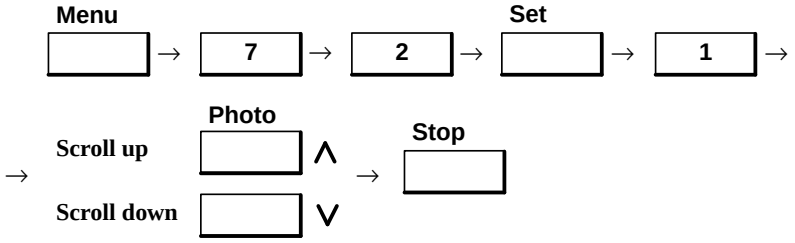

**To print the one-touch directory.** Press the buttons in the sequence shown. The one-touch directory prints each station name below its one-touch number and places the names and numbers in a rectangular form that can be cut out and placed over the one-touch keypad for quick reference.



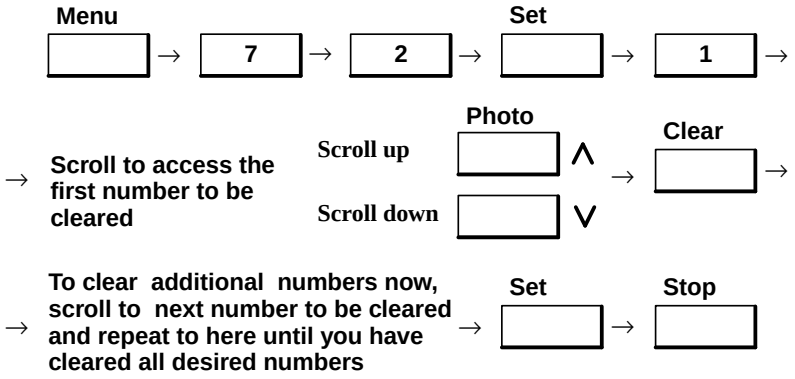

**To print out a listing of the one-touch and speed-dial numbers.** Press the buttons in the sequence shown.



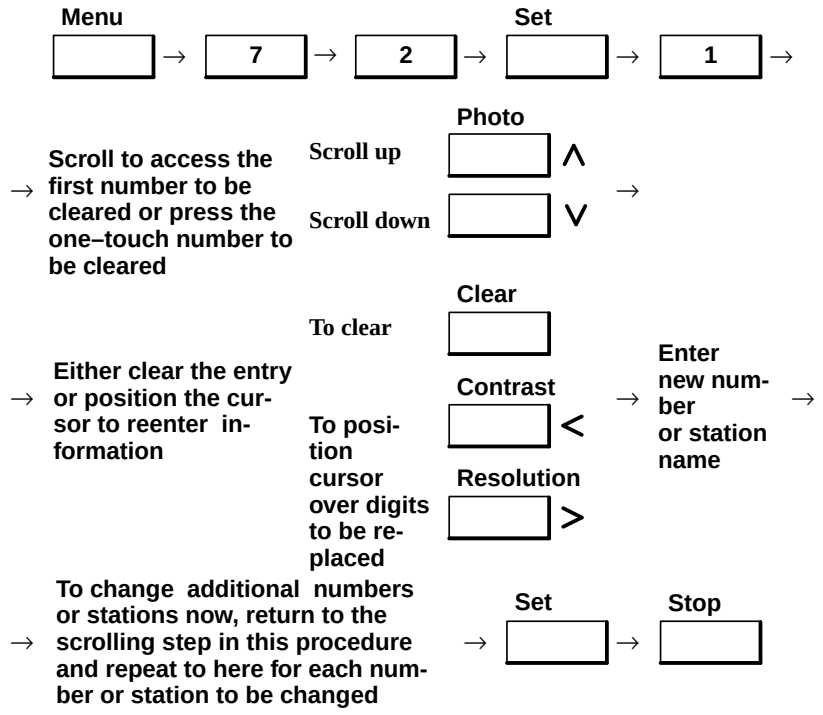
**To search for unused one-touch keys.** You can access and scroll through the one-touch directory by pressing the buttons in the sequence shown. If you want to program an unused one-touch key, refer to the procedure titled "One-touch Key Programming", given earlier in this chapter. Press the Stop button to return to the Date/Time display after scrolling is completed.




**To clear (erase) a one-touch number.** You can clear (erase) a number from the current one-touch directory by pressing the buttons in the sequence shown. To reprogram an erased one-touch key, refer to the procedure titled "One-touch Key Programming", given earlier in this chapter.



**To change a one-touch number.** If you need to change a one-touch number or station name, press the buttons in the sequence shown.

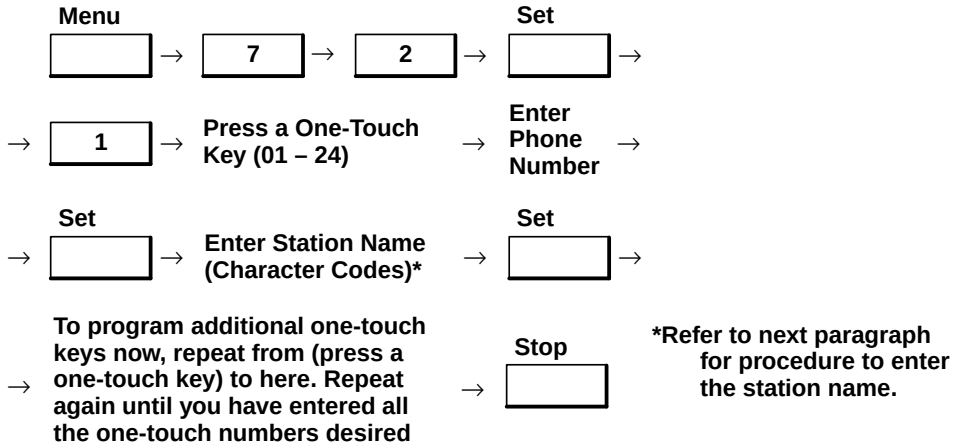

Menu
7
2
Set
1
Photo
Scroll to access the first number to be cleared or press the one–touch number to be cleared
Scroll up
Scroll down
Clear
To clear
Either clear the entry or position the cursor to reenter information
Contrast
To position cursor over digits to be replaced
Resolution
Enter new number or station name
To change additional numbers or stations now, return to the scrolling step in this procedure and repeat to here for each number or station to be changed
Set
Stop

## One-Touch Dialing on the HP FAX-950

With one-touch dialing, you can set up a one-touch button to represent a telephone number. Each one-touch number can contain a maximum of 36 digits, including pauses and spaces, and a station name up to 15 characters in length to identify the receiving station. Pressing the Pause button causes a hyphen to appear in your display where entering the phone number.

Use the 24-button, one-touch keypad to select the pre-programmed phone number(s).

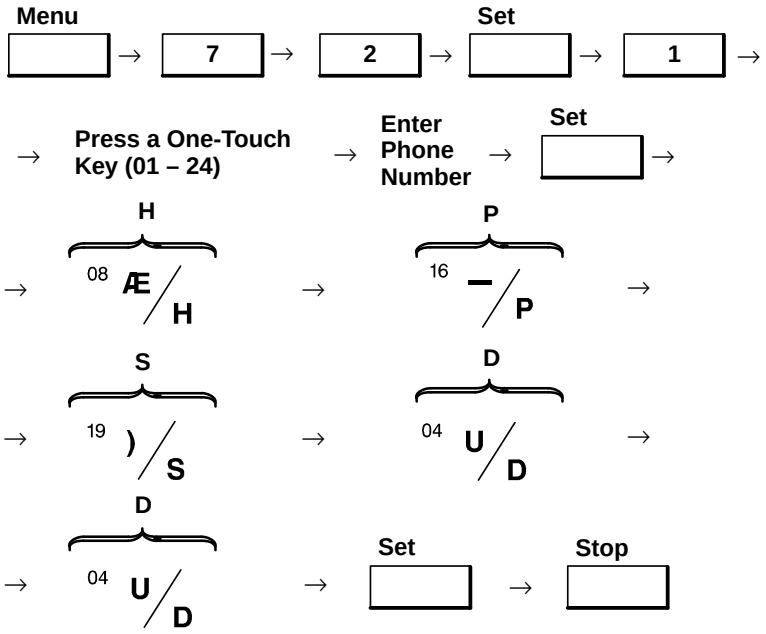
**One-Touch Key Programming.** If you have not already programmed the one-touch keypad, or wish to change a programmed phone number, you will need to enter your phone number(s) and station name into the fax machine memory as follows:


Menu
7
2
Set
1
Press a One-Touch Key (01 – 24)
Enter Phone Number
Set
Enter Station Name (Character Codes)*
Set
To program additional one-touch keys now, repeat from (press a one-touch key) to here. Repeat again until you have entered all the one-touch numbers desired
Stop
*Refer to next paragraph for procedure to enter the station name.

**Entering your station name (15 characters maximum).** Use the one-touch keypad to enter the alphabetic characters. Use the Dial/Space button for inserting spaces between characters. The default for the FAX-950 one-touch keypad is that the lower character of each key will be printed to the message window until P4 is pressed to print upper characters. Once P4 is pressed, upper characters will be printed until P4 is pressed again or power is cycled.

To correct an error, place the cursor over the error and enter the new data. To move the display cursor, use the Contrast and Resolution buttons.

Example: To enter the station name HPSDD, press the buttons in the sequence shown.



**To use one-touch dialing.** If you have not already programmed the one-touch keys into your fax machine memory, do so now using the procedure for programming the one-touch keypad given on the previous two pages.

To use one-touch dialing, do the following:

Load Document → **Press a One-Touch Key (01 – 24) using the one-touch keypad**

**To print a one-touch directory.** You can print the current one-touch directory by pressing the buttons in the sequence shown. The one-touch directory prints each station name below its one-touch number and places the names and numbers in a rectangular form that can be cut out and placed over the one-touch keypad for quick reference.

**Menu** → **6** → **7** → **Set**

**To print a complete listing of one-touch and speed-dial numbers and names**. You can print a complete listing of one-touch and speed-dial numbers and names by pressing the buttons in the sequence shown next.

**Menu** → **6** → **2** → **Set**

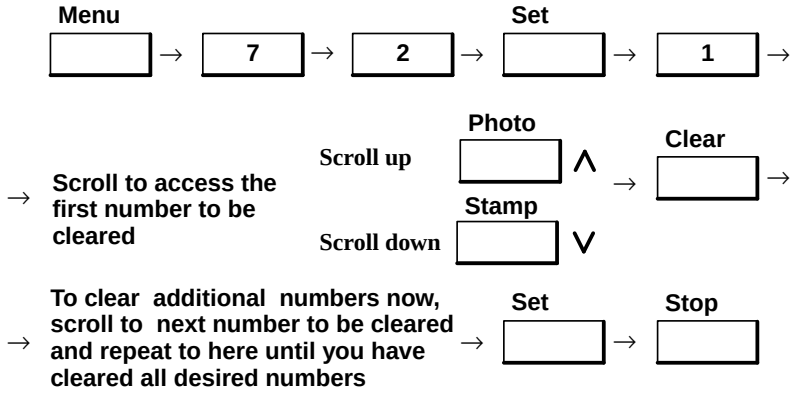
**To search for unused one-touch keys.** You can access and scroll through the one-touch directory by pressing the buttons in the sequence shown. If you want to program an unused one-touch key, refer to the one-touch key programming procedure on the previous page. Press the Stop button to return to the Date/Time display after scrolling is completed.

**Menu** → **7** → **2** → **Set** → **1** →

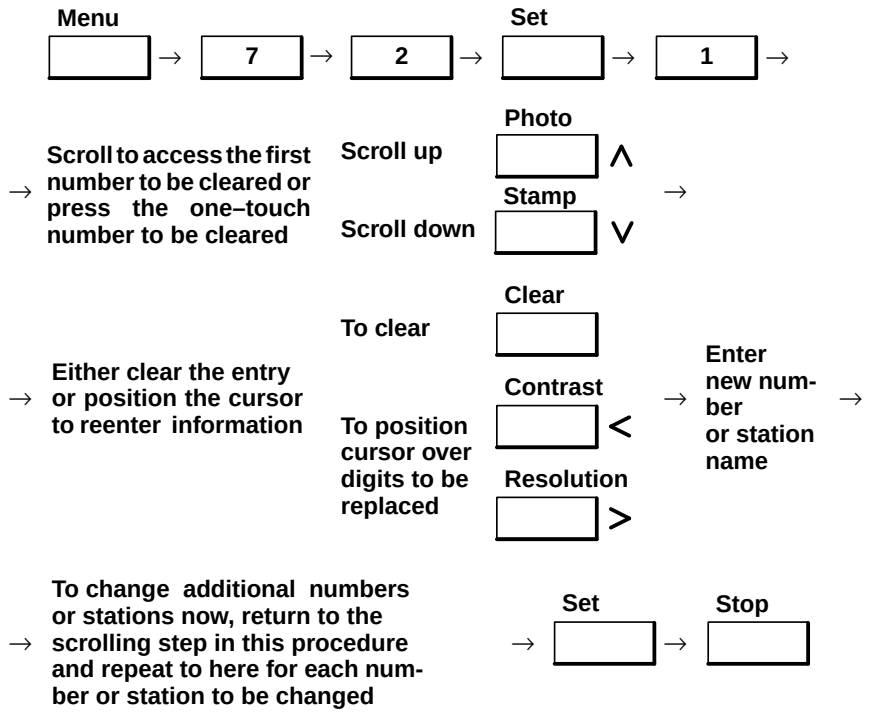
→ **Scroll up** **Photo** ∧ → **Stop**

**Scroll down** **Stamp** ∨

**To clear (erase) a one-touch number.** You can clear (erase) a number from the current one-touch directory by pressing the buttons in the sequence shown. To reprogram an erased one-touch key, refer to the procedure titled, "One-touch Key Programming", given earlier in this chapter.



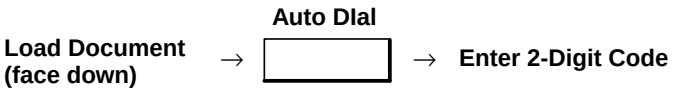

**To change a one-touch number.** If you need to change a one-touch number or station name, press the buttons in the sequence shown.


Menu
7
2
Set
1
Scroll to access the first number to be cleared or press the one–touch number to be cleared
Scroll up
Photo
Scroll down
Stamp
Either clear the entry or position the cursor to reenter information
To clear
Clear
To position cursor over digits to be replaced
Contrast
Resolution
Enter new number or station name
To change additional numbers or stations now, return to the scrolling step in this procedure and repeat to here for each number or station to be changed
Set
Stop

## Auto Dialing on the HP FAX-700 and FAX-750

You can define up to 50 auto dial numbers (01 through 50) using the numeric keypad. Each auto-dial number can contain a phone number with a maximum of 36 digits, including pauses and spaces. Each auto dial number can also contain a station name of up to 15 characters. The first 10 auto-dial numbers may be called using either the one-touch buttons or the Auto Dial button and 2-digit auto dial number. The remaining 40 auto-dial numbers (11 – 50) must be called using the Auto Dial button and 2-digit auto dial number.

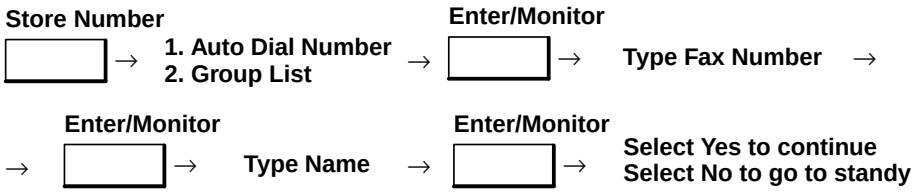
**To use auto dialing**, press the buttons in the sequence shown and enter the necessary information where requested.




**If you have not already programmed the fax machine memory with the 2-digit codes** and associated phone numbers and names, or wish to change a programmed phone number or name, you will need to enter the phone number(s) and name(s)into the fax machine memory.

Use the instructions for the FAX-700 and FAX-750 in chapter 2 under the heading, “Setting the Fax Number and Name on the HP FAX-700 and FAX-750”, to enter the name (15 characters maximum) you want associated with the desination fax number.

**To program for auto dialing**, press the buttons in the sequence shown and enter the necessary information where requested for each phone number to be programmed.




## Speed Dialing on the HP FAX-900 and FAX-950

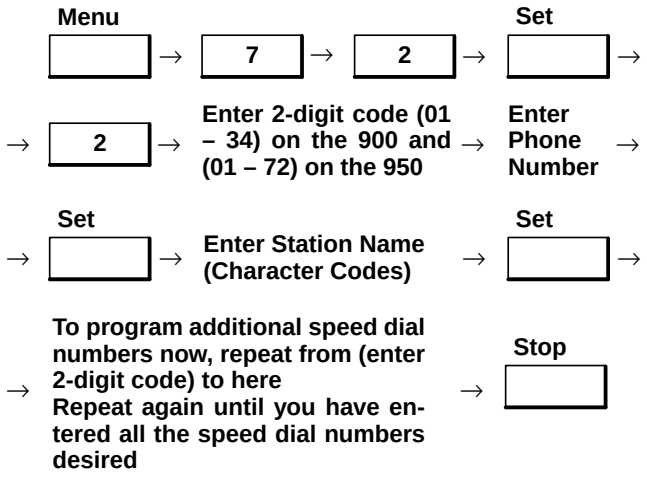
With speed-dialing, you can set up a 2-digit speed-dial code to represent a telephone number. You can define up to 34 speed-dial numbers (01 through 34) using the numeric keypad on the HP FAX-900 and 72 speed-dial numbers (01 through 72) using the numeric keypad on the HP FAX-950. Each speed-dial number can contain a maximum of 36 digits, including pauses and spaces, and a station name up to 15 characters in length to identify the receiving station. Pressing the Pause button causes a hyphen to appear in your display where entering the phone number.

Use the Speed Dial button and 2-digit speed-dial code to select the pre-programmed phone number.

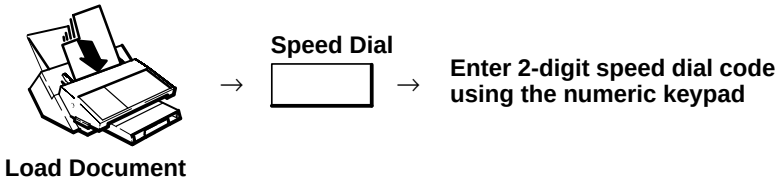
If you have not already programmed the speed dialing codes and associated phone numbers, or wish to change a programmed phone number or code, you will need to enter the phone number(s) into the fax machine memory.

Use the instructions presented in chapter 2 under the heading, “Character Code Entry on the HP FAX-900”, to enter your station name (15 characters maximum) on the FAX-900. Use the instructions presented in chapter 2 under the heading, “Character Entry on the HP FAX-950”, to enter your station name (15 characters maximum) on the FAX-950.

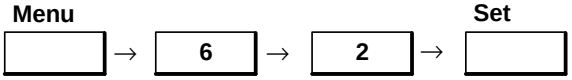
**To Program for Speed Dialing,** Press the buttons in the sequence shown and enter the necessary information where requested.


Menu
7
2
Set
2
Enter 2-digit code (01 – 34) on the 900 and (01 – 72) on the 950
Enter Phone Number
Set
Enter Station Name (Character Codes)
Set
To program additional speed dial numbers now, repeat from (enter 2-digit code) to here
Repeat again until you have entered all the speed dial numbers desired
Stop

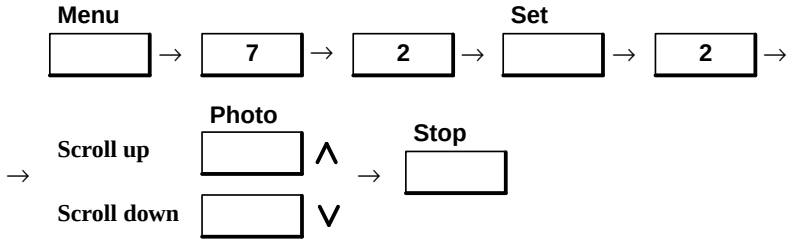
**To Use Speed Dialing.** To use speed dialing, do the following:



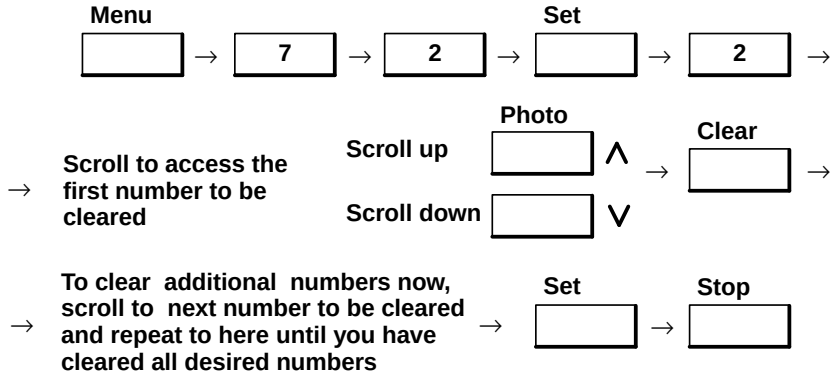

**To print a complete listing of one-touch and speed-dial numbers and names,** print a complete listing of one-touch and speed-dial numbers and names by pressing the buttons in the sequence shown next.



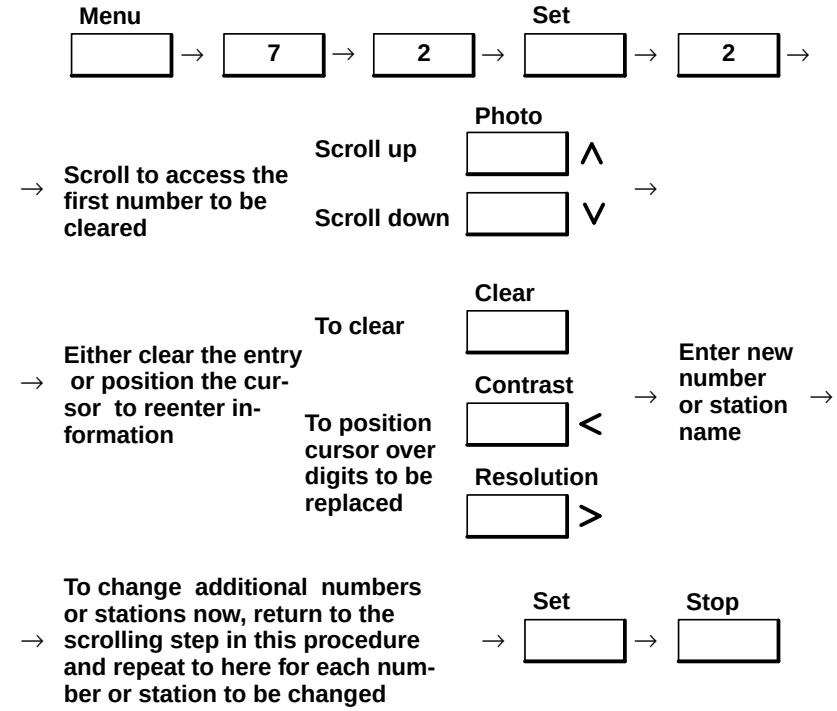

**To search for unused speed dial codes,** access and scroll through the speed dial directory by pressing the buttons in the sequence shown (in the FAX-950 the scroll down button is labeled Stamp). If you want to program an unused speed dial code, refer to the speed dial code programming procedure. Press the Stop button to return to the Date/Time display after scrolling is completed.



**To clear (erase) a speed dial number,** clear (erase) a number from the current speed dial directory by pressing the buttons in the sequence shown (in the FAX-950 the scroll down button is labeled Stamp). To reprogram an erased speed dial number, refer to the speed dial programming procedure given earlier in this chapter.

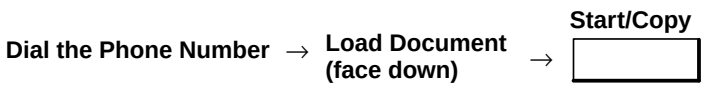



**To change a speed dial number,** press the buttons in the sequence shown (in the FAX-950 the scroll down button is labeled Stamp).


Menu
7
2
Set
2
Photo
Scroll up
Scroll to access the first number to be cleared
Scroll down
Clear
To clear
Either clear the entry or position the cursor to reenter information
Contrast
To position cursor over digits to be replaced
Resolution
Enter new number or station name
To change additional numbers or stations now, return to the scrolling step in this procedure and repeat to here for each number or station to be changed
Set
Stop

## Direct Dialing on the HP FAX-700 and FAX-750

**To use direct dialing**, press the buttons in the sequence shown and enter the necessary information where requested.



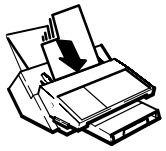
Use the numeric keypad to dial the phone number. To correct an error in entering the number, use an arrow button to move to the incorrect number and reenter it.

When a busy or unanswered line is sensed, your fax machine automatically redials the number up to a maximum of 15 times. The maximum number is established by setting (parameter) 17. The fax machine will redial five times at one-minute intervals and then once every 15 minutes until the maximum is reached. Settings (parameters) are covered in chapter 4 of this guide.

**To start another sequence of automatic dialing**, press the **Redial/Pause** button.

## Direct Dialing on the HP FAX-900 and FAX-950

**To use on-hook direct dialing**, press the buttons in the sequence shown and enter the necessary information where requested. (Load the document face down.)

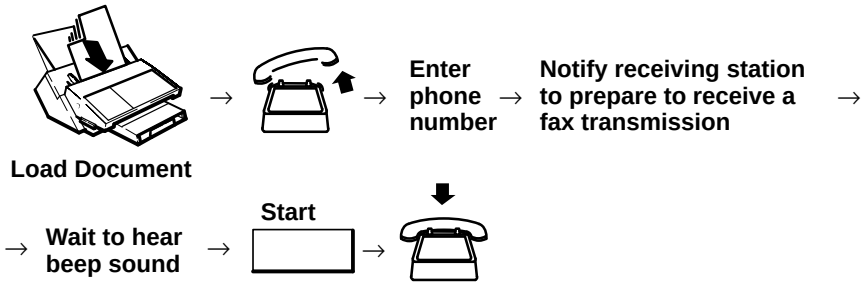



Use the numeric keypad to enter the phone number. To correct an error in entering the number, press **Stop** and reenter the number.

When a busy or unanswered line is sensed, your fax machine automatically redials the number up to five times, at three-minute intervals.

**To start another sequence of automatic dialing**, press the **Redial/Pause** button.

**To use off-hook direct dialing**, press the button in the sequence shown and enter the necessary information where requested. (Load the document face down.)

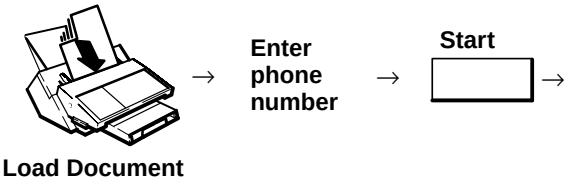



Use the numeric keypad to enter the phone number. To correct an error in entering the number, press **Stop** and reenter the number.

When a busy or unanswered line is sensed, your fax machine automatically redials the number up to five times, at three-minute intervals.

**To start another sequence of automatic dialing**, press the **Redial/Pause** button.

**To use manual dialing,** press the button in the sequence shown and enter the necessary information where requested. (Load the document face down.)




## Memory Transmission on the HP FAX-900 and FAX-950

The memory transmission capability in your HP FAX-900 allows you to store approximately 12 document pages into the fax machine memory before transmitting. The HP FAX-950 allows the storage of approximately 28 document pages into the fax machine memory before transmitting.

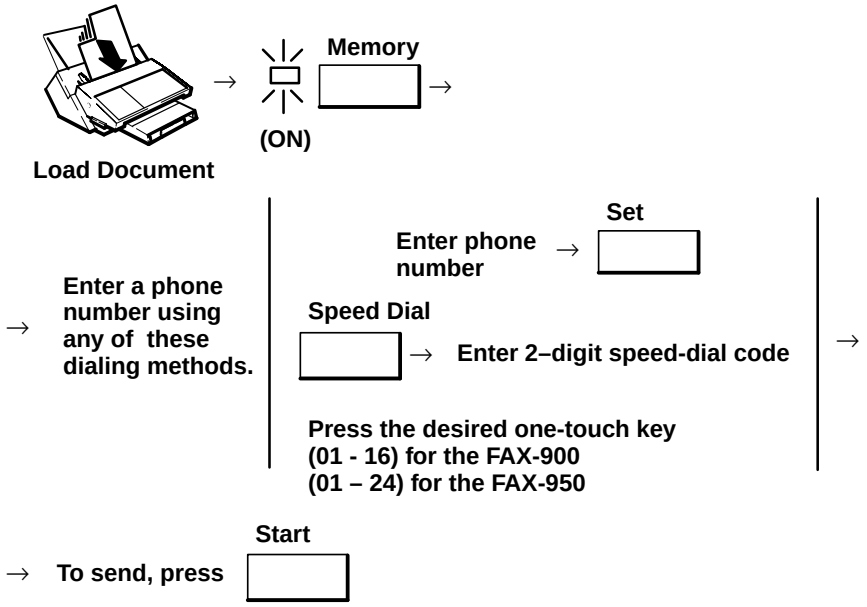
The fax machine will automatically process the document, store the information into memory, and assign a sequential file number to the document. After the last sheet of the document is processed, the fax machine will automatically start dialing the receiving station.

As each page of the document is stored, the percentage of memory used is shown in the lower right corner of the display. The file number is shown in the upper right corner.

An information code will be displayed if the transmission fails or no answer is detected after the last automatic redial sequence. The document will then be erased from memory and an incomplete transmission message will appear on the communication journal when printed.

If a memory overflow occurs, the display will prompt you to start sending the already stored pages or to cancel the transmission.

**To use memory transmission,** press the buttons in the sequence shown and enter the necessary information where requested.




## Direct Transmission Reservation (Priority Transmission) on the HP FAX-950

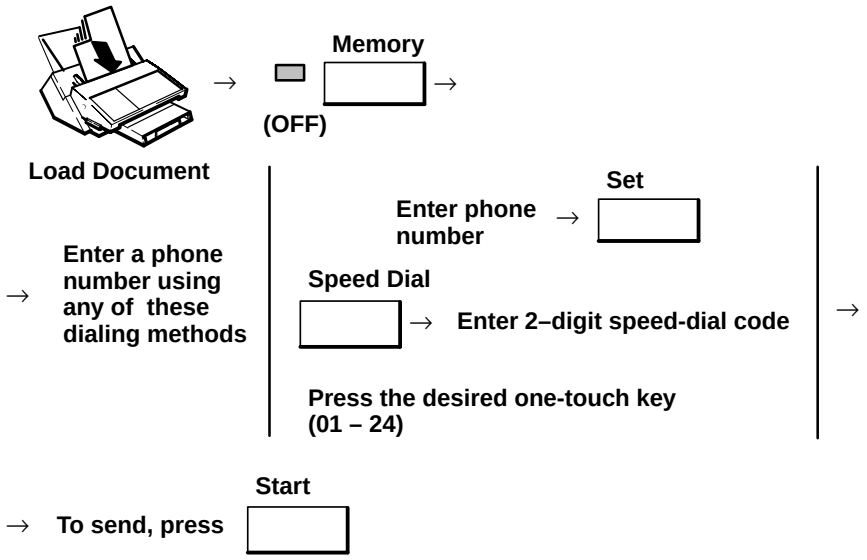
If you need to send a priority or urgent document to another fax machine, you can use direct transmission reservation (priority transmission reservation).

This feature is useful to send a priority fax when you already have other documents stored for transmission. The priority fax will be sent immediately after the current communication is completed.

When this feature is used, the message, Direct XMT Reserved, will appear in the display until the document is sent.

This feature can not be used for multifile, deferred, or broadcast transmissions.

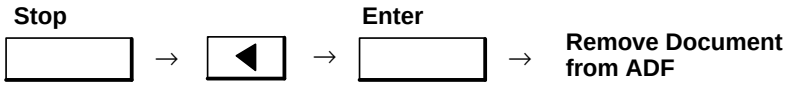
**To use direct transmission reservation**, press the buttons in the sequence shown and enter the necessary information where requested.




## Stopping a Transmission on the HP FAX-700 and FAX-750

You can stop an outgoing transmission anytime during dialing or after the transmission has begun. If the stop occurs during a transmission, the already processed portion of your document may be sent to the receiving station. In the midst of entering a phone number, simply pressing the Stop button will return the fax machine to standby mode.

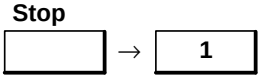
**To stop a transmission**, either press the Stop button twice or press the buttons in the sequence shown.




## Stopping a Transmission on the HP FAX-900 and FAX-950

You can stop an outgoing transmission anytime during dialing or after the transmission has begun. If the stop occurs during a transmission, the already processed portion of your document may be sent to the receiving station.

**To initiate a transmission stop,** press the buttons in the sequence shown:

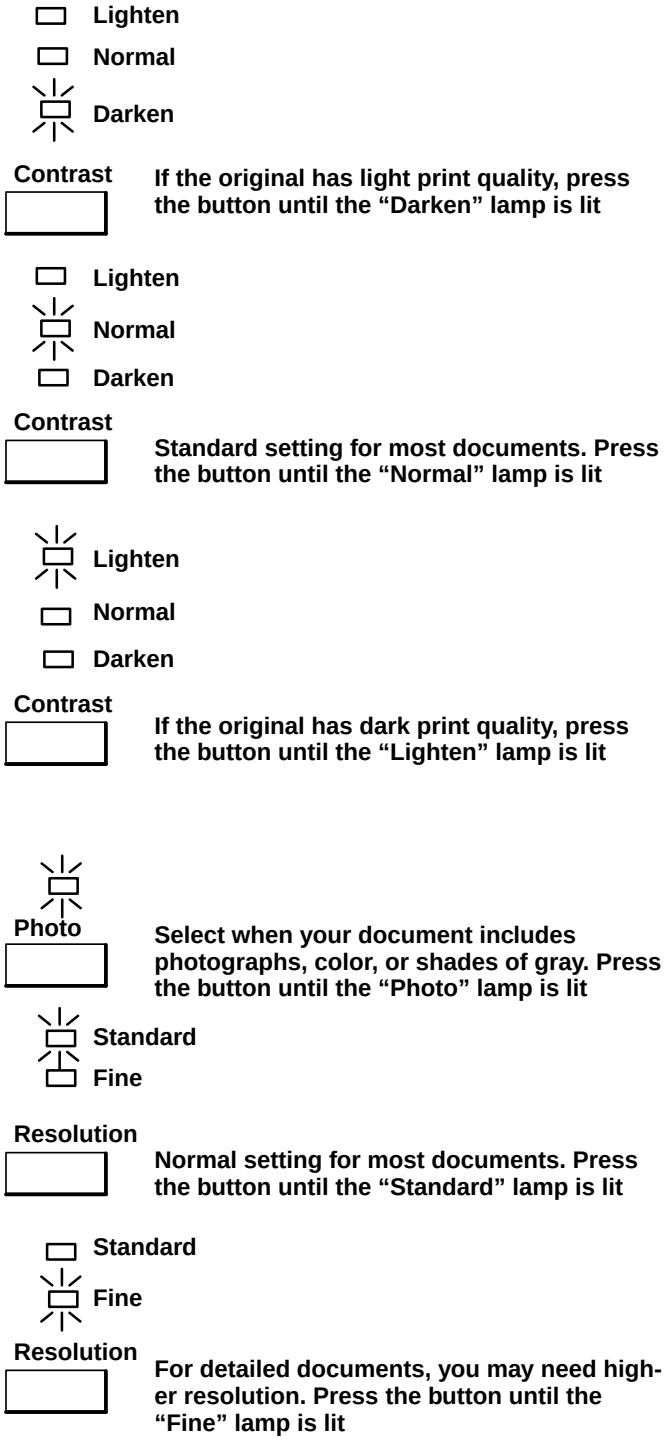



You may now either remove the document or retry the transmission.

## Transmission Print Quality on the HP FAX-700 and FAX-750

Transmission print quality relates to the condition of the original document and how it will be transmitted. Usually, the default settings for resolution, contrast, and photo quality will provide acceptable print quality. You can temporarily change the machine settings to improve the print quality of the transmitted copy using the Contrast, Resolution, and Photograph buttons on the front panel. After sending, your fax machine reverts to the previous settings. To set new default values for the settings on a more permanent basis, you will need to change fax settings 3, 4, and 5. Fax settings (parameters) are presented in chapter 4 of this guide.

**To Set Transmission Resolution on the HP FAX-700 and FAX-750,** use the buttons described below for temporarily setting transmission print quality for the current document being sent.

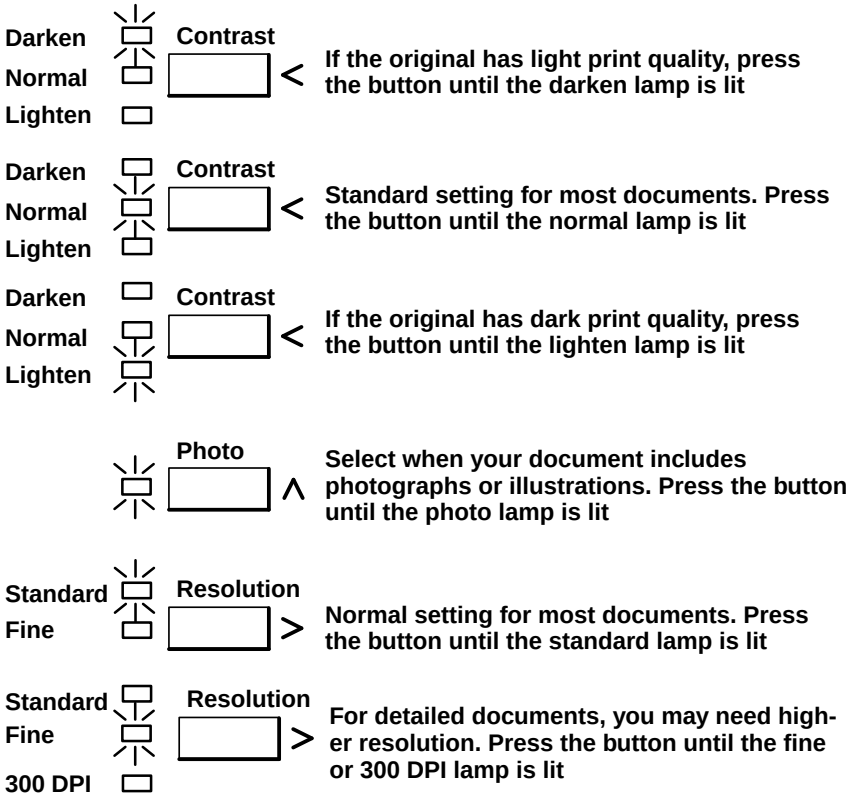

Lighten
Normal
Darken
Contrast
If the original has light print quality, press the button until the "Darken" lamp is lit
Lighten
Normal
Darken
Contrast
Standard setting for most documents. Press the button until the "Normal" lamp is lit
Lighten
Normal
Darken
Contrast
If the original has dark print quality, press the button until the "Lighten" lamp is lit
Photo
Select when your document includes photographs, color, or shades of gray. Press the button until the "Photo" lamp is lit
Standard
Fine
Resolution
Normal setting for most documents. Press the button until the "Standard" lamp is lit
Standard
Fine
Resolution
For detailed documents, you may need higher resolution. Press the button until the "Fine" lamp is lit

## Transmission Print Quality on the HP FAX-900 and FAX-950

Transmission resolution (print quality) relates to the condition of the original document and how it will be transmitted. You can temporarily change the machine settings to improve the print quality of the transmitted copy. After sending,

your fax machine reverts to the previous settings. To set new default values for the settings, you will need to change fax parameters 01, 02 and 03. Fax parameters are presented in chapter 4 of this guide.

**To Set Transmission Resolution on the HP FAX-900 and FAX-950,** use the buttons described below for temporarily setting transmission print quality for the current document being sent.




## Receiving a Document

### Receiving a Document on the HP FAX-700 or FAX-750

You may set your HP FAX-700 for one of several receiving modes depending on your needs and equipment used with the FAX machine. Procedures for setting receiving modes are described in chapter 2 under the heading, “Managing Incoming Calls on the HP FAX-700 and FAX-750.

---

**Note** When shipped from the factory, your HP FAX-700 is factory-set for automatic fax reception mode to answer all calls as fax calls. If you need to set your fax machine to receive both fax and voice calls, refer to the shared reception mode procedures in this section.

---

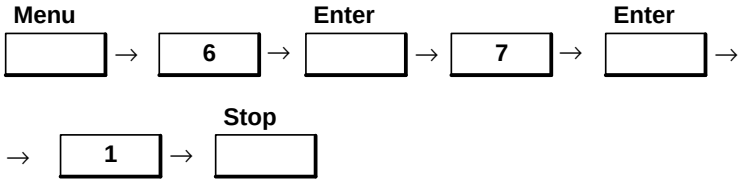
### Attended/Unattended Modes on the HP FAX-700 and FAX-750

### Attended Modes

There are two attended modes of reception. They are Answer Manually (with or without Remote Reception) and Auto Fax/Phone. In the Answer Manually mode, your fax machine will not answer calls. Someone must answer the phone at

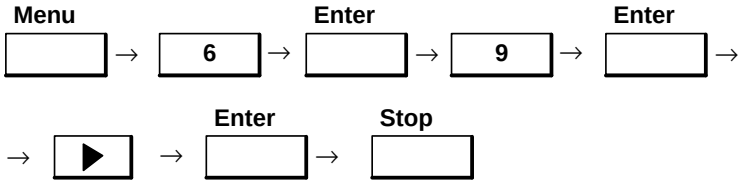
the fax machine and press the Start button or dial the reception code, normally 123, from an extension phone for the fax machine to receive fax calls. Incoming voice calls are treated as normal voice telephone calls. In the Auto Fax/Phone mode, the fax machine answers calls as fax calls. The user can pick up the phone and disable fax reception by press the Start button.

**To set the Answer Manually reception mode from any other reception mode,** press the buttons in the sequence shown.



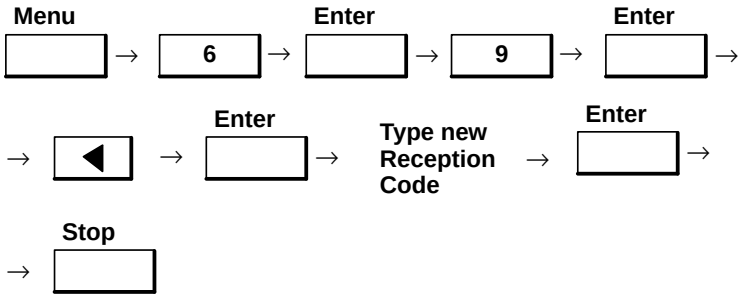

Remote Reception (setting 9) is normally enabled and the reception code, 123, is entered at the factory. If you don't want a remote phone to be able to initiate fax reception when your fax machine is set to answer manually disable Remote Reception.

**To disable Remote Reception,** press the buttons in the sequence shown.

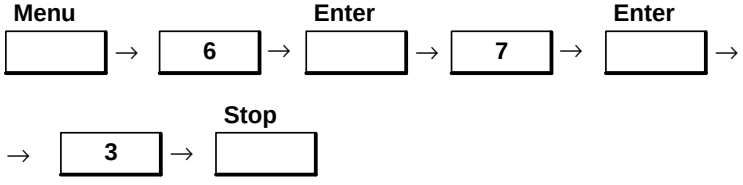



If you have disabled Remote Reception and wish to enable it, or you wish to create a reception code other than 123, you may do so by following the next procedure.

**To enable Remote Reception and/or enter a new reception code,** press the buttons in the sequence shown and enter the information as indicated.



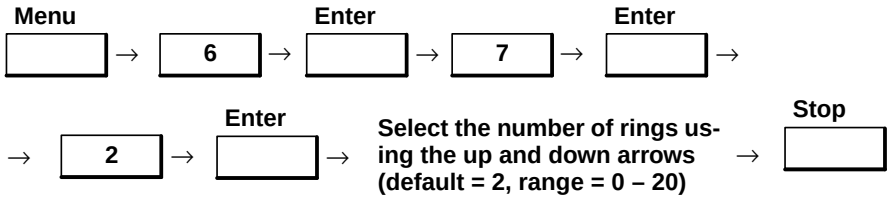

**To set Auto Fax/Phone reception mode from any other reception mode,** press the buttons in the sequence shown.



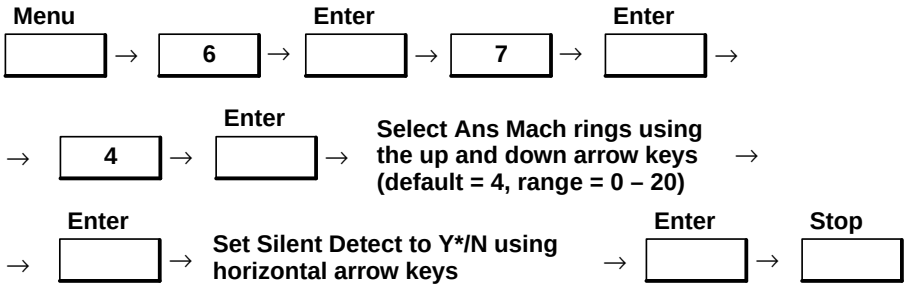
## Unattended Modes

The two unattended modes are Fax Only and Auto Fax/Ans Mach. In the Fax Only mode, the fax machine answers all incoming calls. In the Auto Fax/Ans Mach mode, the fax machine answers a fax call, but switches voice calls to the answering machine. When you choose the Auto Fax/Ans Mach mode, set the Ans Mach rings equal to the rings that the answering machine waits before answering a call. Silent detect allows reception of faxes from older fax machines. Choose Yes if you may receive faxes from older machines.

**To set the Fax Only reception mode,** press the buttons in the sequence shown and enter the information as indicated.




**To set the Auto Fax/Ans Mach reception mode,** press the buttons in the sequence shown and enter the information as indicated.




## Attended/Unattended Modes on the HP FAX-900 and FAX-950

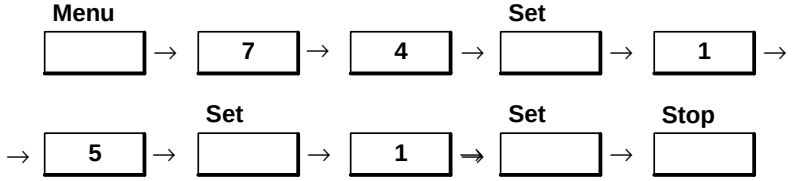
## Attended Modes

Telephone mode reception is one of the two attended modes of receiving. It requires user interaction to receive a fax or voice call. In this mode, your fax machine will not automatically answer calls. You must answer the phone and manually start the fax machine to receive fax calls. Incoming voice calls are treated as normal voice telephone calls. Remote telephone mode reception is the ability to signal the fax machine, from the phone directly connected to the TEL jack on the fax machine, to receive an incoming fax document.

When using either mode, make sure the Receive mode button is set to OFF (the lamp is not lit) and you do not have any document in the automatic document feeder of your fax machine.

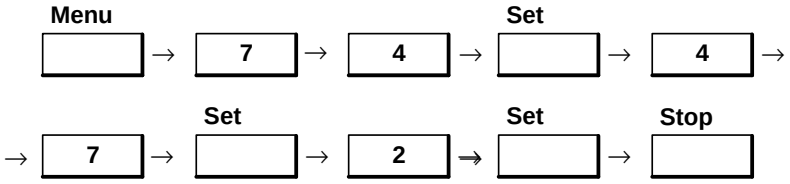
**To configure for telephone mode reception**, make sure the Receive mode button is set to OFF (the lamp is not lit) and you do not have any document in the automatic document feeder of your fax machine.

If you have not already set fax parameter 15 to option 1 (Tel), do so now. Press the buttons in the sequence shown.



**To use telephone mode reception,** lift the receiver when the handset or telephone that is connected to the fax machine rings. If you hear a "beep" in the receiver or the caller states that a fax is going to be sent to you, press the Start button and hang up the receiver.

**To configure for remote telephone mode reception**, set fax parameter 47 to option 2 as follows:




**To use remote telephone mode reception**, pick up the receiver on the phone directly connected to the fax machine and press the * button on the phone **twice** to signal the fax machine. Hang up the telephone receiver.

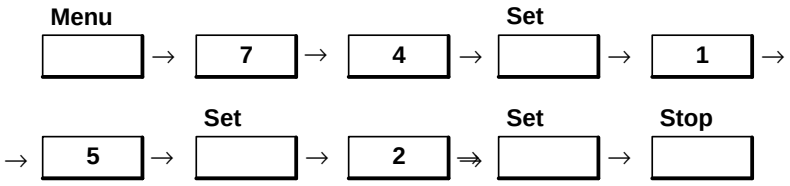
**Fax/Tel auto switch reception** is one of the attended modes of receiving, because it requires user interaction to receive a voice call. In this mode, your fax machine will automatically switch to fax or voice communication, but you must pick up the receiver to monitor the voice communication.

---

**Note** Due to telecommunications regulations, the Fax/Tel auto switch mode is not used in France or Germany.

---

**To configure for Fax/Tel auto switch mode reception**, make sure the Receive mode button is set to OFF (the lamp is not lit) and you do not have any document in the automatic document feeder of your fax machine. If you have not already set fax parameter 15 to option 2 (Fax/Tel), do so now. Press the buttons in the sequence shown.




**To use Fax/Tel auto switch mode reception:** When a call comes in, your fax machine answers and if a fax signal is received, your machine starts to automatically receive the fax. For a voice call, your fax machine starts "beeping" a signal through the speaker. To answer, lift the telephone receiver and press the Dial/Space button on the fax machine before talking.

---

**Note** You can set the length of time that the fax machine "beeps" for you to pick up the phone by changing fax parameter 18. Factory setting is 20 seconds. If you do not answer the phone in the time specified, the fax machine will return a fax tone to the calling machine, expecting to communicate with a "silent" fax machine. You can also set the "beep" volume through fax parameter 10. Fax parameters are presented in chapter 4.

---

**Table 3-4. Reception Modes on the HP FAX-900 and FAX-950**

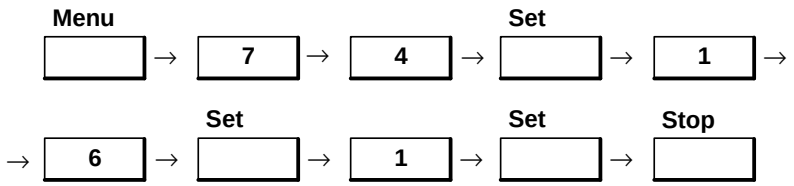
| | **Attended Mode** (requires user action) | | **Unattended Mode** | |
|---|---|---|---|---|
| **Receive Mode Conditions** | Normally receive only voice calls. | Normally receive voice and fax calls. | Normally receive only fax calls. | Normally receive voice and fax calls and a telephone answering machine is connected. |
| **Suggested Reception Mode** | **Telephone mode**<br><br>All calls must be manually answered.<br><br>If a fax call, you receive the fax after talking with the sender, pressing the fax "Start" button, and hanging up. | **Fax/Tel Auto switch mode** (Not used in France or Germany).<br><br>Fax calls are automatically received.<br><br>If the call is a voice call, the fax machine will "beep". Pick up the telephone, press the fax "Dial/Space" button, and start to talk. | **Fax mode**<br><br>The fax machine picks up the line after it detects 2 rings and sends a fax tone to the calling fax machine to start the fax transaction | **TAM Interface mode (TAM I/F)** (Not used in France).<br><br>If the call is a fax call, the fax machine takes over the call to receive the fax.<br><br>If the call is a voice call, the answering machine will automatically receive the call. |
| **Settings** | Receive mode button OFF, lamp is OFF. | Receive mode button lamp is OFF.<br><br>Change fax parameter 15 to option 2: Fax/Tel SW. | Receive mode button lamp is ON. | Receive mode button lamp is ON.<br><br>Change fax parameter 16 to option 2: TAM I/F. |

## Unattended Modes

**Fax mode reception** is one of the two unattended modes of receiving. In this mode, all incoming calls are treated as fax calls. For voice calls, the calling party will hear the fax signal from your machine, indicating that they can send a fax to you. When a fax call is received, your fax machine answers and tries to detect the fax signal. If a fax signal is detected, it sends a signal to the calling fax machine, indicating that it is ready to receive. The fax is then sent and your machine starts to automatically receive the fax.

**To use fax mode reception**, make sure the Receive mode button is set to ON (the lamp is lit) and you do not have any document in the automatic document feeder of your fax machine.

Fax mode reception is the factory setting at shipment. If the parameter setting was changed and you want to use Fax mode reception, you need to set fax parameter 16 to option 1 (Fax). Press the buttons in the sequence shown.

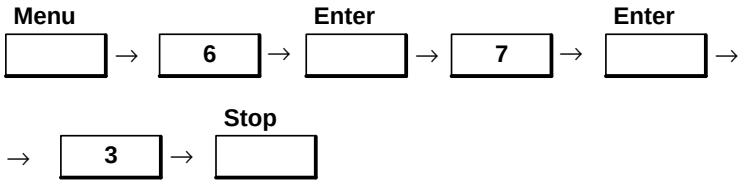


Telephone answering machine interface mode reception is one of the unattended modes of receiving. It is also known as shared reception. To set your fax machine up for shared reception, refer to the paragraphs under the heading, “Shared Reception Mode on the HP FAX-900 and FAX-950”.

## Shared Reception Mode on the HP FAX-700 and FAX-750

The shared reception modes for the HP FAX-700 and FAX-750 are the Auto Fax/Phone mode and the Auto Fax/Ans Mach mode.

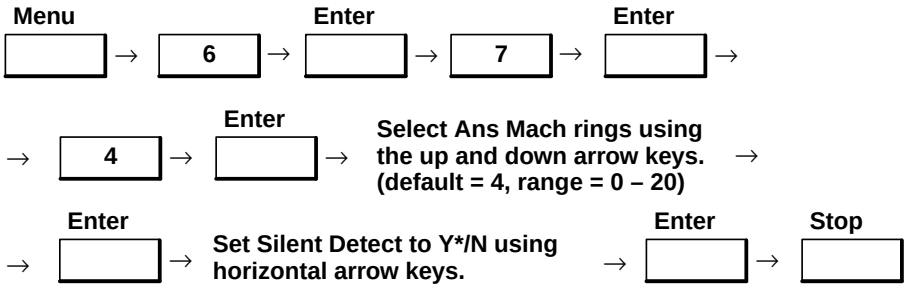
**To set Auto Fax/Phone reception mode,** press the buttons in the sequence shown.




**Auto Fax/Ans Mach reception** is also known as shared reception mode. If you want to receive both voice telephone calls and fax calls on the same line, or have your fax take fax calls and the answering machine take voice calls, you will need to set the fax machine for Auto Fax/Ans Mach mode. The answering machine will accept, play and record voice calls. If a fax call is received, your fax machine receives the fax message.

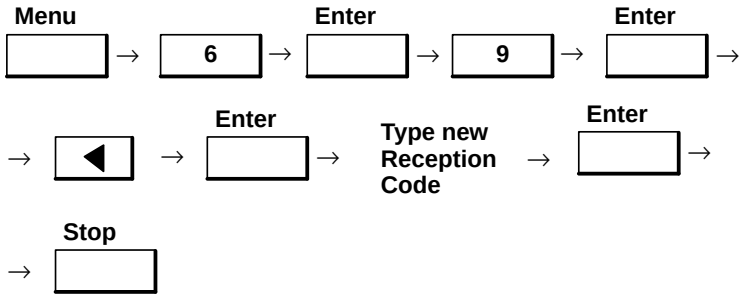
In this mode, the answering machine will answer all calls. While your outgoing message recorded on the answering machine is playing, the fax machine is monitoring the line for a fax tone signal. If a fax tone is detected, the fax machine automatically takes over the call to receive the fax. If a fax tone is not detected, the answering machine accepts and records the incoming message.

**To set the Auto Fax/Ans Mach reception mode,** press the buttons in the sequence shown and enter the information as indicated.




The remote reception feature of your HP FAX-700/750 allows you to still receive a fax call if you’ve picked up the telephone, attached to the answering machine, before the answering machine starts its outgoing message. In order to receive the fax calls, you must have enabled Remote Reception (setting 9) by setting it to “Y” and established a reception code. Then you can accept the fax by dialing the reception code on the phone you’ve picked up.

**To enable Remote Reception and/or enter a new reception code,** press the buttons in the sequence shown and enter the information as indicated.




Most answering machines can be used with your fax machine. However, the following answering machine features cannot be used when the answering machine is connected to your fax machine:

- Do not use the remote turn-on feature of an answering machine
- Do not use the outgoing-message only feature of an answering machine
- Your answering machine must be set to answer in less than eight rings

## Shared Reception Mode on the HP FAX-900 and FAX-950

**Telephone answering machine interface mode reception** is also known as shared reception mode. If you want to receive both voice telephone calls and fax calls on the same line, or have your fax take fax calls and the answering machine take voice calls, you will need to set the fax machine for telephone answering machine interface reception mode. The answering machine will accept, play and record voice calls. If a fax call is received, your fax machine bypasses the answering machine to receive the fax message.

In this mode, the answering machine will answer all calls. While your outgoing message recorded on the answering machine is playing, the fax machine is monitoring the line for a fax tone signal. If a fax tone is detected, the fax machine automatically takes over the call to receive the fax. If a fax tone is not detected, the answering machine accepts and records the incoming message.

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**Note** Due to telecommunications regulations, the telephone answering machine interface mode is not used in France.

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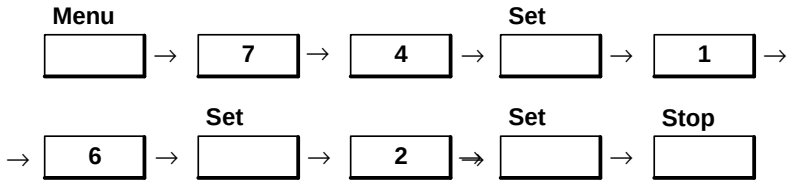
The remote reception feature of your HP FAX-950 allows you to still receive a fax call if you've picked up the telephone, attached to the answering machine, before the answering machine starts its outgoing message. In order to receive the fax calls, you must first set fax parameter 47 to option 2 (valid). Refer to the information on fax parameters in chapter 4.

**To use telephone answering machine (TAM I/F) mode reception**, make sure the Receive mode button is set to ON (the lamp is lit) and you do not have any document in the automatic document feeder of your fax machine.

If you have not already set fax parameter 16 to option 2 (TAM I/F), do so now. Press the buttons in the sequence shown.

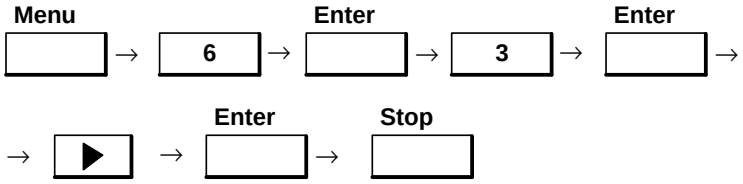


**Note** It is recommended that you set the time in fax parameter 19 to match the same length of time as the outgoing message recorded on your answering machine. Factory set time is 20 seconds. To change the time in fax parameter 19, refer to the information on fax parameters in chapter 4.

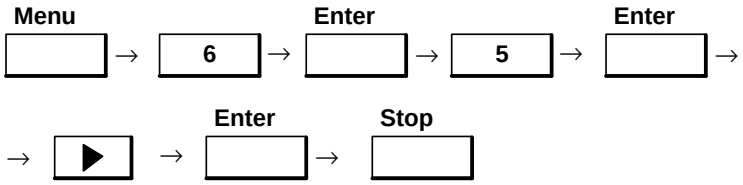
## Reception Print Quality on the HP FAX-700 and FAX-750

The HP FAX-700 or FAX-750 is factory set to print at standard resolution and with Photo Quality set to Quality. If you want better resolution, set the resolution to Fine. If want to print faster and use less ink, leave the resolution at Standard and set Photo Quality to Economy.

**To set the resolution to Fine**, press the buttons in the sequence shown.




To set Photo Quality to Economy, press the buttons in the sequence shown.

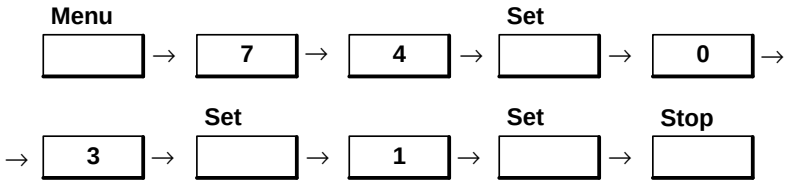



**Note** When transmitting documents, you can temporarily alter the basic resolution that you have set by pressing front panel buttons as described earlier in this chapter. However, those buttons do not affect reception.

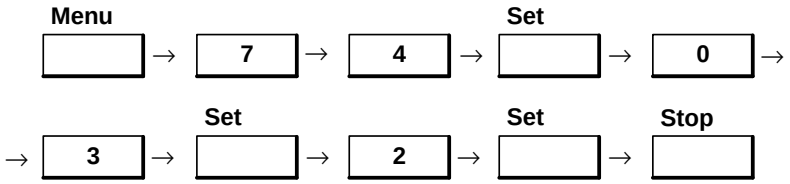
## Reception Print Quality on the HP FAX-900 and FAX-950

Your fax machine is factory set to print in Quality mode. If you want to print fast using less ink, you will need to configure the fax machine for fast resolution.

**To configure for fast resolution**, press the buttons in the sequence shown.



**To reconfigure for quality resolution**, press the buttons in the sequence shown.



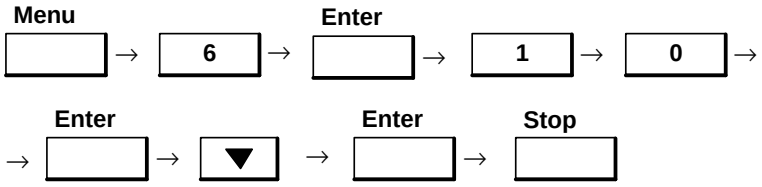

## Substitute Memory Reception on the HP FAX-700 and FAX-750

The HP FAX-700 and FAX-750 have the ability to store an incoming document if a paper jam or an out of paper or ink condition occurs during the reception. An information code will appear in the fax machine display indicating the condition requiring correction. Stored documents are automatically printed when the condition is corrected. If a document is partially printed when the condition occurs, the remainder of the document will be stored and printed.

If a power failure condition occurs, the fax machine will not be able to store the incoming document information. When power is restored, a power failure report will automatically be printed. Notify the sending station that the document must be resent to you.

Setting number 10, Receive to Memory, is normally set to option 2 at the factory, and substitute memory reception will automatically take place. However, if setting 10 has been set to option 1, Never, then it must be set to option 2, Print on Error, for substitue memory reception to take place.

**To use substitute memory reception mode if setting 10 has been set to option 1**, press the buttons in the sequence shown.



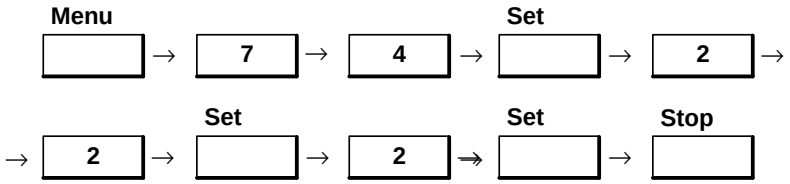

## Substitute Memory Reception on the HP FAX-900 and FAX-950

The HP FAX-900 and FAX-950 have the ability to store an incoming document if a paper jam or an out of paper or ink condition occurs during the reception. An information code will appear in the fax machine display indicating the condition requiring correction. Stored documents are automatically printed when the condition is corrected. If a document is partially printed when the condition occurs, the remainder of the document will be stored and printed.

If a power failure condition occurs, the fax machine will not be able to store the incoming document information. When power is restored, a power failure report will automatically be printed. Notify the sending station that the document must be resent to you.

When fax parameter 22 is set to option 2 (valid), the substitute memory reception mode is enabled. If set to option 1 (invalid), the mode is disabled.

**To use substitute memory reception mode**, press the buttons in the sequence shown.



## Size Reduction

The fax machines described in this guide can use A4, U.S. letter, and U.S. legal paper sizes for incoming documents. If a fax station sends you a document that cannot be printed on a single page, the fax machine would normally divide the document into two pages. The print reduction feature avoids dividing documents.

Print reduction is the ability to reduce received images to a size that will fit on the paper you have loaded in the fax machine. For example, if you have letter-size paper loaded in the paper IN or paper supply tray and the transmitting station sends you legal-size document, your fax machine reduces the incoming image to fit on the letter-size paper.

The HP fax machines described in this guide provide either fixed or automatic reduction. Table 3-5 describes the reduction ratios required on the HP FAX-700 and FAX-750 depending on the size of the transmitted document and the size of the paper in the paper supply. Table 3-6 describes the reduction ratios required on the HP FAX-900 and FAX-950 depending on the size of the transmitted document and the size of the paper in the paper supply.

**Table 3-5. Reduction Ratios for the HP FAX-700 and FAX-750**

| Transmitted Original Size | Paper Supply Size U.S. Letter | A4 | U.S. Legal |
|---|---|---|---|
| U.S. Letter | 94% | 94% | 97% |
| A4 | 89% | 94% | 97% |
| U.S. Legal | 74% | 70% | 96% |

**Table 3-6. Reduction Ratios for the HP FAX-900 and FAX-950**

| Transmitted Original Size | Paper Supply Size U.S. Letter | A4 | U.S. Legal |
|---|---|---|---|
| U.S. Letter | 91% | 97% | 100% |
| A4 | 85% | 91% | 100% |
| U.S. Legal | 72% | 76% | 92% |

### Printing Received Documents at Automatic Reduction on the HP FAX-700 and FAX-750

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**Note** Auto print reduction requires that the entire page be received into memory before printing. The auto mode is disabled automatically, and fixed reduction is used, in the following circumstances.

- Available memory is low (such as having deferred transmission stored in memory)
- The received document requires excess memory (such as for halftones or photos)

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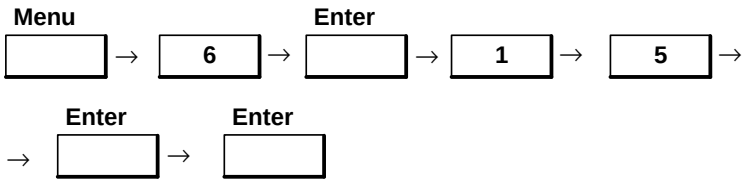
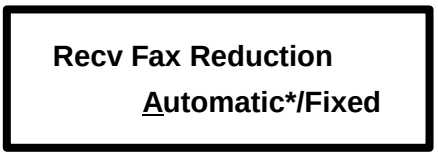
Your fax machine is set at the factory for automatic reduction. In automatic reduction, printing is scaled to fit in the print area. Reduction ratios of incoming documents are calculated and the received document stored in memory. Based upon page length, the fax machine selects the reduction ratio needed to print the entire image on a page. If the received image has to be reduced by more than 70%, the image will be split onto two pages with no reduction.

Setting 14, Paper Size, should be set to the paper size being used the paper supply tray. Refer to chapter 4 of this guide for fax parameter settings.

**To set the fax machine for automatic reduction,** press the buttons in the sequence shown and follow the instructions in the two succeeding paragraphs. Automatic reduction only works on faxed documents.




After the last button press above, the message window should appear as follows:



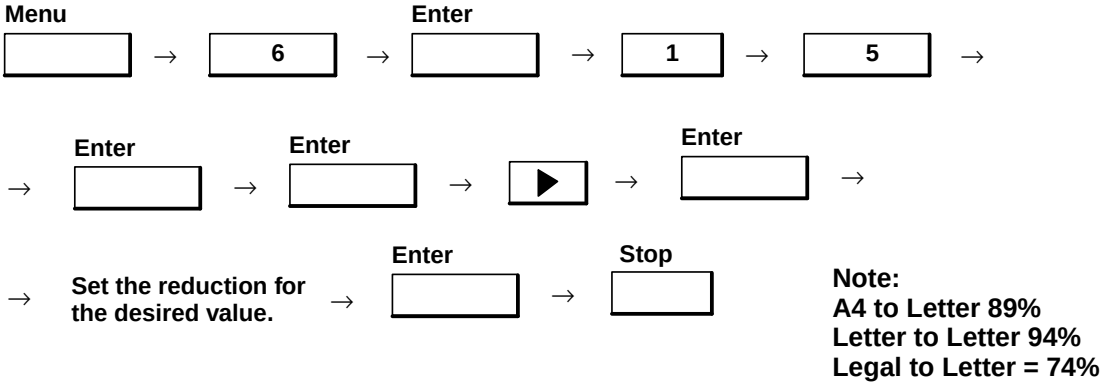

A blinking cursor should be below the letter "A" in the word Automatic. If the blinking cursor is below the letter "F" in the word Fixed, press the left arrow button. When the blinking cursor is at the letter "A" in the word Automatic, press the Enter button and the Stop button to store the choice of automatic reduction and return the fax machine to the stand-by state.

## Printing Received Documents at Fixed Reduction on the HP FAX-700 and FAX-750

Printing is scaled by the percent you establish when the fax machine is set for fixed reduction. Since the fax machine is set at the factory for automatic reduction, you must change setting 15 as shown below to set the machine for fixed reduction.

Setting 14, Paper Size, should be set to the paper size being used the paper supply tray. Refer to chapter 4 of this guide for fax parameter settings.

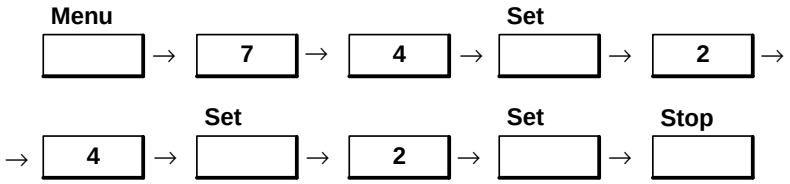
**To set the fax machine for fixed reduction,** press the buttons in the sequence shown.



## Printing Received Documents at Automatic Reduction on the HP FAX-900 and FAX-950

Printing is scaled to fit in the print area. Reduction ratios of incoming documents are calculated and the received document stored in memory. Based upon page length, the fax machine selects the reduction ratio needed to print the entire image on a page. If the received image has to be reduced by more than 70%, the image will be split onto two pages with no reduction.

Fax parameter 23 (Rec. Paper Size) should be set to the paper size [letter (2), legal (3), A4 (1)] being used in the paper supply tray. **To set fax parameter 24 for automatic reduction,** press the buttons in the sequence shown.




## Printing Received Documents at Fixed Reduction on the HP FAX-900 and FAX-950

Oversize documents sent to your fax machine cannot normally be printed on a single page. The oversize document would be split onto separate pages. Your HP FAX-900 or FAX-950 has capabilities to compensate for this condition.

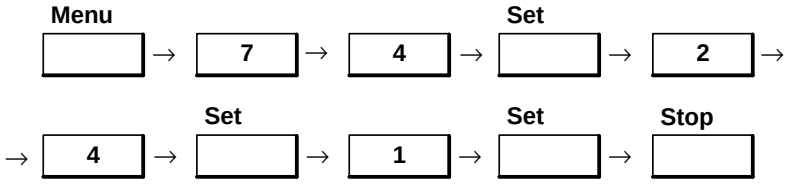
Two print-reduction modes are available in your fax machine. These print reduction modes provide the ability to reduce received images to fit on the paper loaded in your fax machine. Fax parameters 24 and 25 control the print reduction of received and copied documents.

Fax parameter 24 (print reduction) provides for fixed (option 1) or automatic (option 2) print reduction.

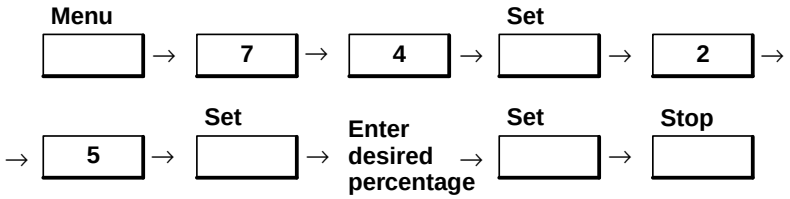
Fax parameter 25 (reduction ratio) determines the fixed reduction ratio for printing. If fax parameter 24 has been set for fixed reduction (option 1), it specifies the percentage of the original size to which the received document or copy is printed.

Unless fax parameter 25 is changed, incoming documents are automatically reduced to the factory setting of 94% to allow for header information printed at the top of the document.

**To set for fixed reduction setting,** press the buttons in the sequence shown.



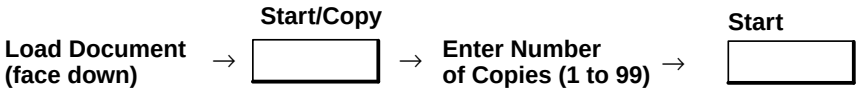

**To enter new values for the fixed reduction setting,** press the buttons in the sequence shown. Use the numeric keypad to enter the desired percentage.



# Copying a Document

## Copying a Document on the HP FAX-700 and FAX-750

**To copy a document**, press the buttons in the sequence shown and enter the necessary information where requested. Use the numeric keypad to enter the number of copies to be printed.

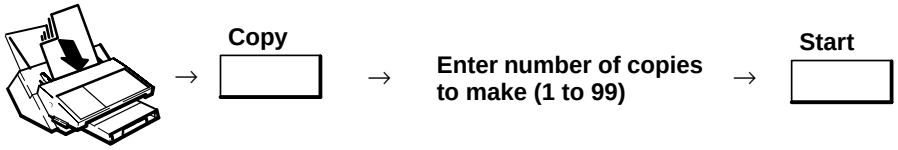



## Copying a Document on the HP FAX-900 and FAX-950

The HP FAX-900 can produce copies of documents. You can make a test copy of your document prior to sending it. Your fax machine automatically selects Fine Resolution when making a copy. This will allow you to see what the document will probably look like at the receiving station.

The reduction ratio of the copy is dependent upon the setting you have for fax parameter 25. To disable the reduction ratio, set fax parameter 32 (copy reduction) to option 1 (invalid). Fax parameters are presented in chapter 4.

**To copy a document**, load the document (face down) into the automatic document feeder and press the Copy button, enter the number of copies (1 – 99) to make, and press the Start button.




The message, “NO. OF COPIES= ” will appear on the LCD. Enter the number of copies you want and press the Start button. The HP fax machine will then store the document in memory and print the number of copies you entered.

## Copying Documents at Fixed Reduction on the HP FAX-700 and FAX-750

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**Note** The HP FAX-700 and FAX-750 fax machines do not have an automatic copy reduction capability.

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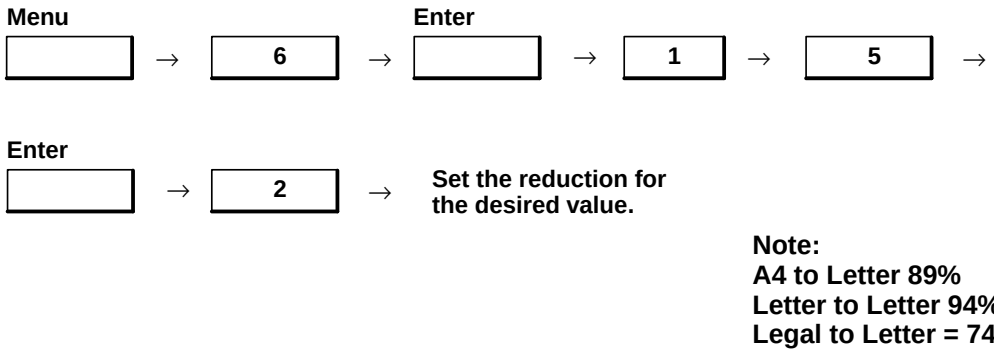
Printing is scaled by the percent you establish when the fax machine is set for fixed reduction.

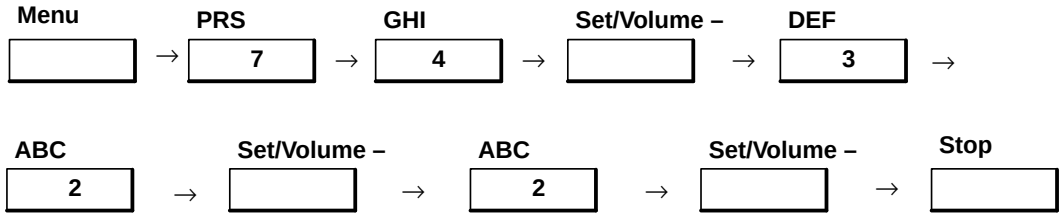
**To set the fax machine for fixed reduction for copies,** press the buttons in the sequence shown.



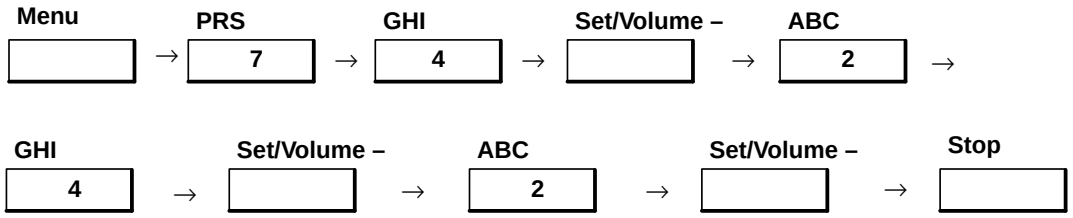

## Copying Documents at Automatic Reduction on the HP FAX-900 and FAX-950

To copy documents using automatic reduction perform the following procedure:

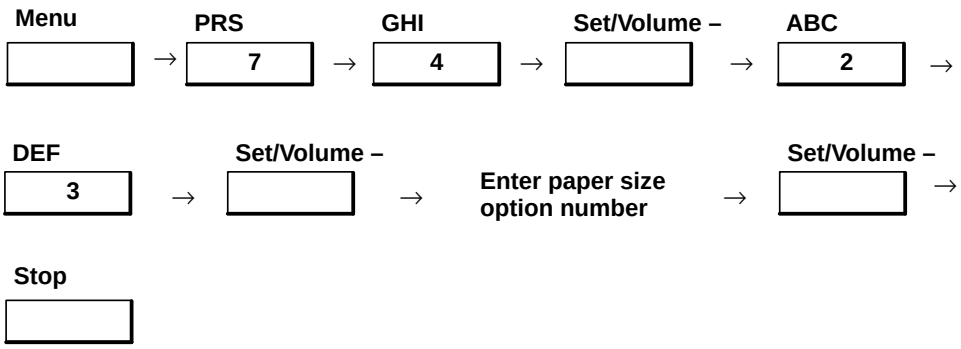
1. Set fax parameter 32 (copy reduction) to Valid) by pressing the following buttons:



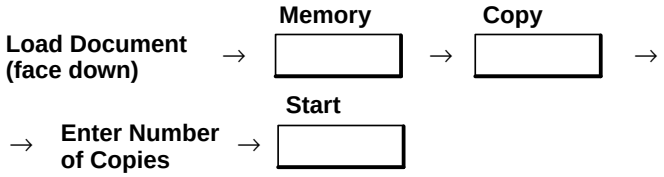

2. Set fax parameter 24 (Print reduction) to Auto) by pressing the following buttons:



3. Set fax parameter 23 (Rec. paper size) to the size paper in your paper tray (1:A4  2:Letter  3:Legal).



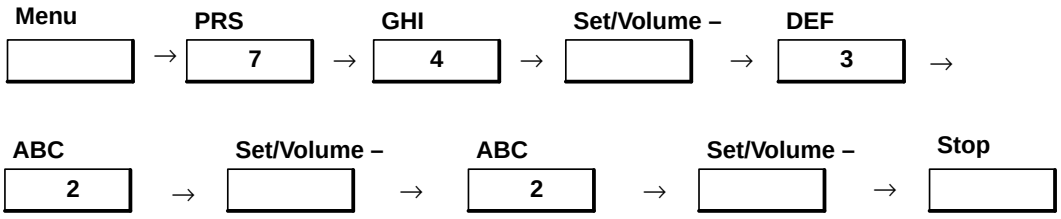

4. Press the buttons in the sequence shown and enter the necessary information where requested. Automatic reduction only works on documents stored in the fax machine memory, single copies not stored use the fixed reduction ratio. Copies are scaled to fit in the print area.



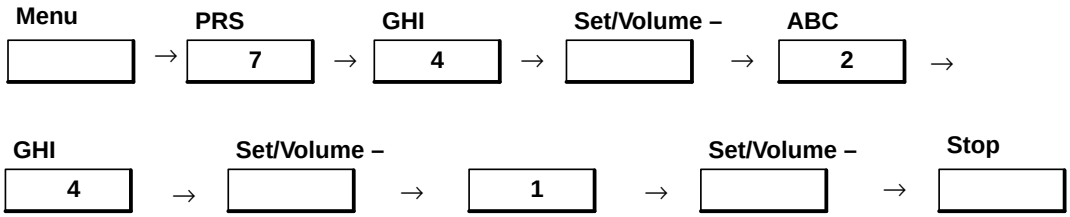

## Copying Documents at Fixed Reduction on the HP FAX-900 and FAX-950

**To copy documents at fixed reduction,** perform the following procedure:

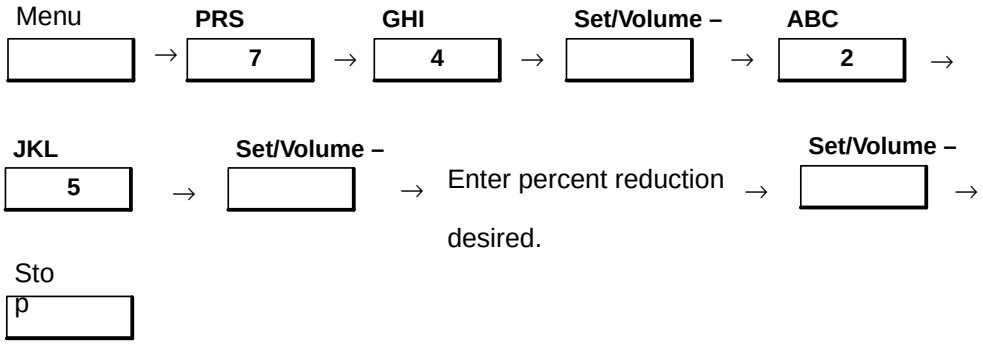
1. Set fax parameter 32 (copy reduction) to Valid) by pressing the following buttons:




2. Set fax parameter 24 (Print reduction) to Fixed) by pressing the following buttons:



3. Get to fax parameter 25 (reduction ratio) and enter the percent reduction desired (70% to 100%) by pressing buttons and entering data as follows:



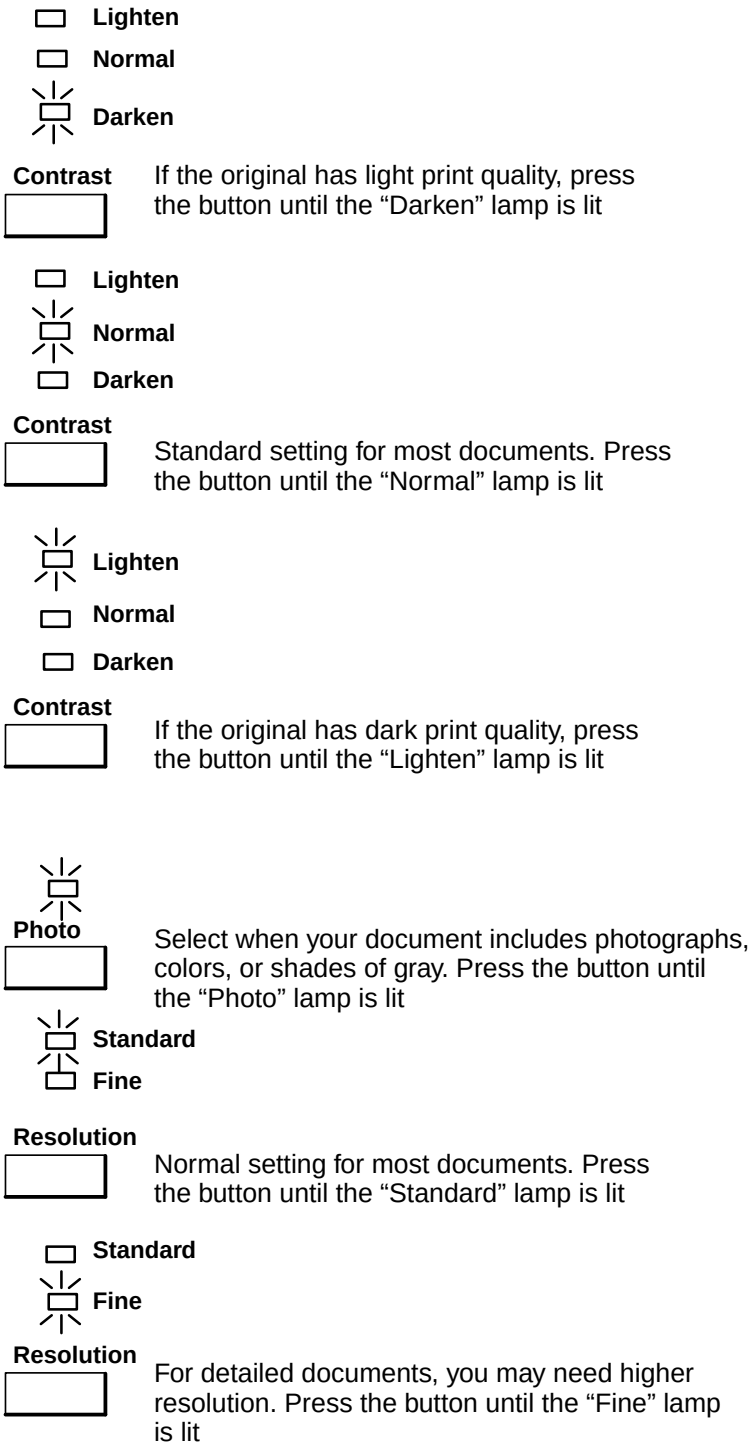

4. Load the document (face down) into the automatic document feeder and press the Copy button. The The message, "NO. OF COPIES= " will appear on the LCD. Enter the number of copies you want and press the Start button. The fax machine will then store the document in memory and print the number of copies you entered.

5. When the copying session is complete, set parameter 32 (copy reduction) back to invalid for the next user if appropriate.

## Print Quality on the HP FAX-700 and FAX-750

Print quality relates to the condition of the original document and how it will be received. Usually, the default settings for resolution, contrast, and photo quality will provide acceptable print quality. You can temporarily change the machine settings to improve the print quality of the received copy using the Contrast, Resolution, and Photograph buttons on the front panel. After sending, your fax machine reverts to the previous settings. To set new default values for the settings on a more permanent basis, you will need to change fax settings 3, 4, and 5. Fax settings (parameters) are presented in chapter 4 of this guide.

**To Set Resolution,** use the buttons described below for temporarily setting print quality for the document to be received.


Lighten
Normal
Darken
Contrast
If the original has light print quality, press the button until the “Darken” lamp is lit
Lighten
Normal
Darken
Contrast
Standard setting for most documents. Press the button until the “Normal” lamp is lit
Lighten
Normal
Darken
Contrast
If the original has dark print quality, press the button until the “Lighten” lamp is lit
Photo
Select when your document includes photographs, colors, or shades of gray. Press the button until the “Photo” lamp is lit
Standard
Fine
Resolution
Normal setting for most documents. Press the button until the “Standard” lamp is lit
Standard
Fine
Resolution
For detailed documents, you may need higher resolution. Press the button until the “Fine” lamp is lit

## Print Quality on the HP FAX-900 and FAX-950

Print quality relates to the condition of the original document and how it will be copied. You can temporarily change the machine print quality settings to improve the copy of the document being copied. After copying, your fax machine reverts to the previous settings. To set new default values for the settings, you will need to change fax parameters 01 and 02. Fax parameters are presented in chapter 4 of this guide.

Use the buttons described below for temporarily setting copy print quality.

Use the Contrast < button as described below for temporarily setting copy print quality.

Contrast < ***Normal:*** Standard setting.

Contrast < ***Lighten:*** If the original has dark print quality, press the button until the LED (light emitting diode) labeled Lighten just to the left of the Contrast button is lit.

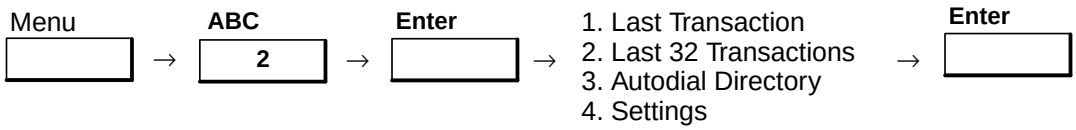
Contrast < ***Darken:*** If the original has light print quality, press the button until the LED (light emitting diode) labeled Darken just to the left of the Contrast button is lit.

# Printing Reports

## Printing Reports on the HP FAX-700 and FAX-750

The HP FAX-700 and HP FAX-750 can generate a number of reports. The following illustration is a quick reference to printing the reports.

**To print a report**, press the buttons in the sequence shown and enter the necessary information where requested.



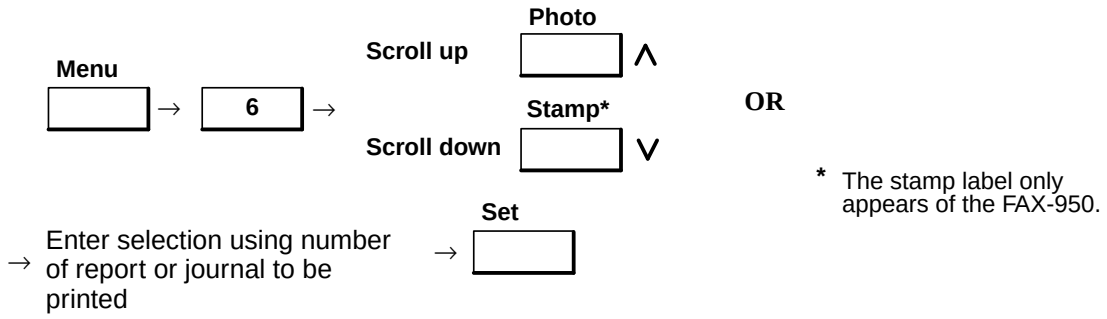

| | |
|---|---|
| 1 | Prints a report on the last transaction attempted |
| 2 | Prints 32-transaction journal containing information on last 32 transaction processed by the fax machine. This journal is automatically printed after every 32 transactions, but can be printed manually |
| 3 | Prints a one-touch dialing overlay listing the names and numbers associated with the one-touch buttons and the auto dial directory |
| 4 | Prints the fax parameter list of parameters and settings. Also prints group dialing assignments if the user has set up any groups |

**A Power Failure Report** automatically prints when power is restored after a power failure.

### Printing Reports on the HP FAX-900 and FAX-950

Your HP FAX-900 and FAX-950 have the ability to print reports and journals providing information on numerous fax machine transactions.

**To print a report or journal**, press the buttons in the sequence shown and enter the necessary information where requested. You can access and scroll through the print out directory by pressing the buttons indicated. Use the numeric keypad to enter the number for the item to be printed.




| | |
|---|---|
| 1 | Prints 32-transaction journal containing information on last 32 transaction processed by the fax machine. This journal is automatically printed after every 32 transactions, but can be printed manually |
| 2 | **Prints the one-touch and speed dial number directories** |
| 3 | Prints the program list of dialing patterns stored in the program keys. (FAX-950 Only) |
| 4 | **Prints the fax parameter list of parameters and settings** |
| 6 | Prints the individual transaction journal which is a record of the last transmission |
| 7 | Prints the directory sheet which is a list of defined numbers for the keypad |

A **Power Failure Report** automatically prints when power is restored after a power failure.

**To print a Communication Journal report (report of your last transaction)**, you must set fax parameter 12 to either option 2 (always) or option 3 (incomplete (inc.) only). This journal can be used to verify if a transmission or polling sequence was successful or incomplete. Fax parameters are presented in chapter 4 of this guide.

## Maintenance

### Print Cartridges

The fax machine will store documents in memory if it runs out of ink during reception. If fax parameter 17 (SUBSTITUTE RCV) on the HP FAX-900/950 or setting 10 (Receive To Memory) on the HP FAX-700/750 is set to option 2, the fax machine will answer calls and store incoming documents in memory even if out of ink. the documents print out after the print cartridge is replaced.

**When the HP FAX-900 or FAX-950 fax machine runs out of ink,** the message window displays information code 015 as follows:

```
OUT OF INK
INFO. CODE=015
```

**When the HP FAX-700 or FAX-750 fax machine runs out of ink,** the message window displays the following message:

```
Replace the ink cartridge
```

**Removing the Print Cartridge**

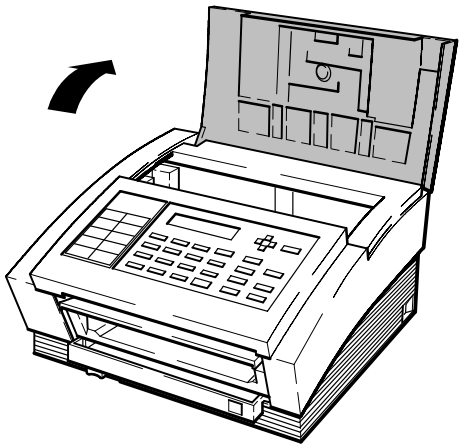
**To replace the print cartridge,** perform the following procedure:

---

**Note** The HP FAX-700 and FAX-750 should be switched ON (**I**) before performing this procedure.

---

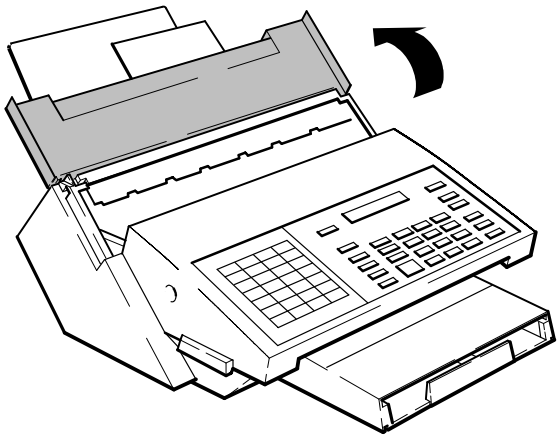
1. Lift open the back (top) cover of the fax machine. See Figure 3-8 and Figure 3-9.



EK_9

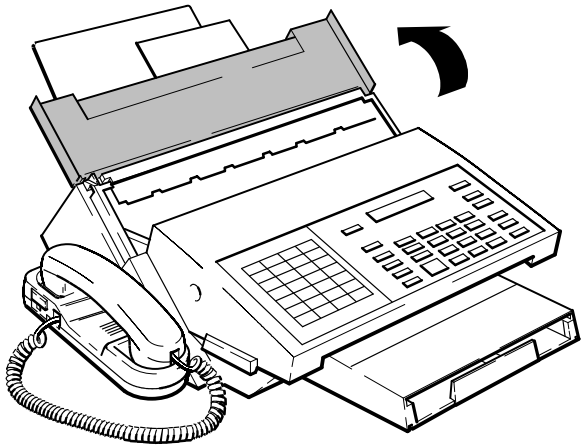
**Figure 3-8. Lifting Open the Back Cover of the HP FAX-700 and FAX-750**

**FAX-900**



FAX900–28

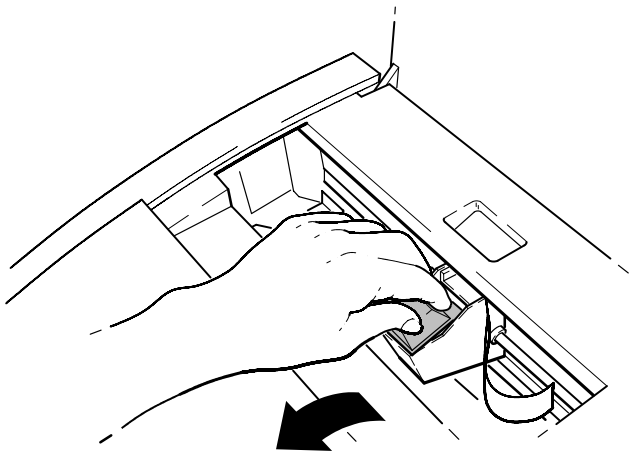
**FAX-950**



FAX930–28

**Figure 3-9. Lifting Open the Top Cover of the HP FAX-900 and FAX-950**

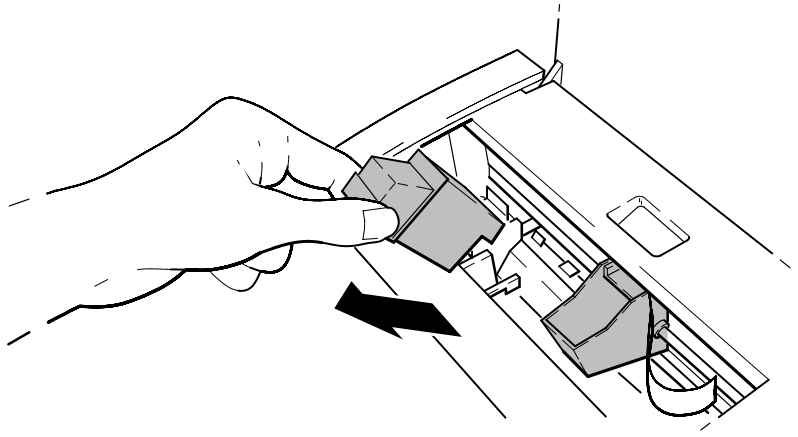
2. Place your thumb on the back of the cartridge cradle (the side closest to you) and your forefinger in the groove on the cartridge top. Squeeze your thumb and forefinger together until the cartridge “pops” loose. See Figure 3-10.



EK-24

**Figure 3-10. Moving the Cartridge Forward**

3. Lift the cartridge out of the cradle by the green arrow on the top of the cartridge and discard. See Figure 3-11.



EK-29

**Figure 3-11. Lifting the Cartridge from the Cradle**

---

**Warning** The ink in the print cartridge may be harmful if swallowed. Keep new and used cartridges out of the reach of children. Discard used cartridges immediately.

---

**Installing the Print Cartridge**

**To install a print cartridge,** perform the following procedure:

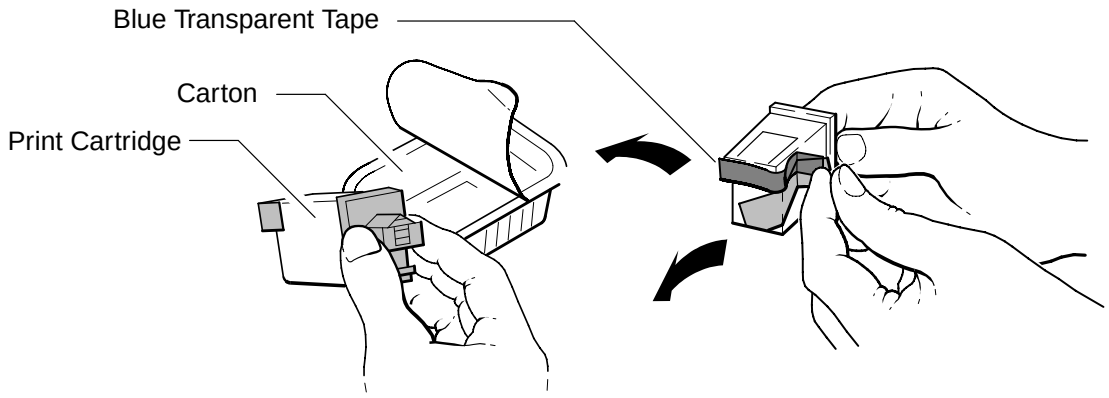
1. Open the print cartridge container. Grasp the print cartridge by the green arrow and remove it from its container.

---

**Caution** Do not touch the ink nozzles or the copper ribbon on the print cartridge. Do not place the cartridge so that the copper ribbon comes in contact with any surface while performing step 2.

---

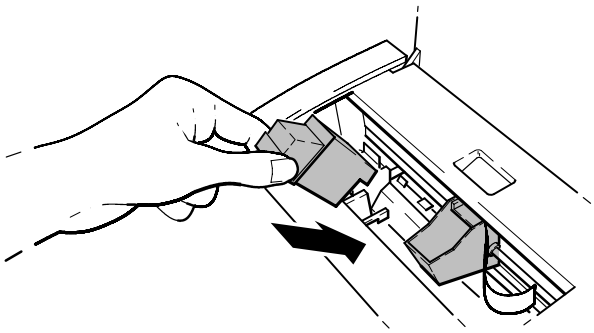
2. Carefully remove the blue transparent tape from the print cartridge nozzles. See Figure 3-12.




EK-27

**Figure 3-12. Removing the Print Cartridge from the Carton**

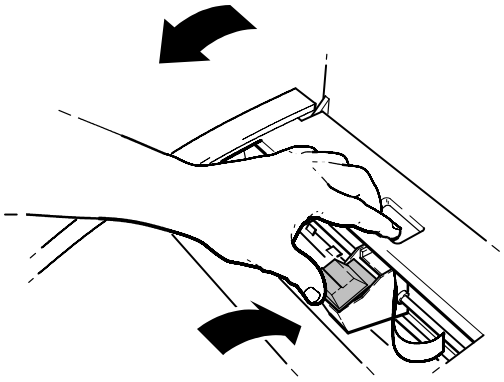
3. Hold the print cartridge by the green arrow on the cartridge top, and set the cartridge in the cradle with the green arrow pointing to the green dot on the top of the cradle. See Figure 3-13.



EK-18

**Figure 3-13. Setting the Cartridge in the Cradle**

4. Place your thumb on the cartridge top and your forefinger on the cradle, and squeeze your thumb and forefinger together, snapping the cartridge into place. See Figure 3-14.



EK-19

**Figure 3-14. Snapping the Cartridge into Place**

## Exterior Maintenance

The fax machine should be installed indoors in a vibration-free environment. Avoid exposure to excessive heat, cold, dust, or humidity.

Dust the fax machine regularly. Use a soft cloth moistened with water to remove dust, smudges, and stains from the exterior of the fax machine. A small amount of *mild* soap will help to remove grease or oil. *Do not* use strong or abrasive cleaners, spray cleaners, or solvents, and avoid excess moisture.

**Warning** Avoid liquid spills. Electrical devices can be hazardous when wet. If a spill occurs, first dry splashed liquids from hands and electrical cords. Disconnect the fax machine from the power outlet and telephone line. Have the fax machine serviced before attempting to use it again. Chapter 5 of this guide contains information for troubleshooting and obtaining service assistance.

## Interior Maintenance

To maintain consistent print quality, replace the print cartridge at least every three months. When you replace the print cartridge, you should clean any excess ink from the service station cap and wiper. If you see vertical lines on printed copies or on documents sent by your fax machine, you should clean the scanning plate and scanning glass.

You should replace your paper separator when the fax machine has trouble picking up single pages. Follow the steps described on the following pages to perform these functions.

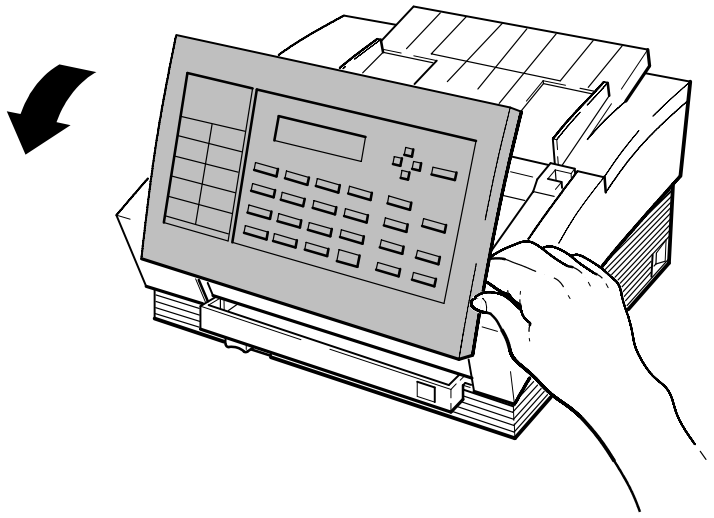
**Warning** Turn off the fax machine before performing any interior maintenance.

**Replacing the Paper Separator Pad.** Refer to the procedures in chapter 2 to replace the paper separator.

**Cleaning the Scanning Plate and Scanning Glass on the HP FAX-700 and FAX-750.**

**To clean the scanning plate and scanning glass,** perform the following procedure:

1. *Turn off the fax machine.* Open the ADF. See Figure 3-15.



750-10

**Figure 3-15. Opening the ADF Door on the HP FAX-700 and FAX-750**

**Caution** The scanning glass can be easily scratched. Be sure to use a clean, soft cloth and wipe the area gently while performing step 2.

2. Locate the scanning glass. Using a soft, clean cloth moistened with water, wipe any paper dust from the scanning glass. See Figure 3-16.The ADF is opened much more in Figure 3-16 than the user will be able to open it in order to illustrate the scanning glass and strips.

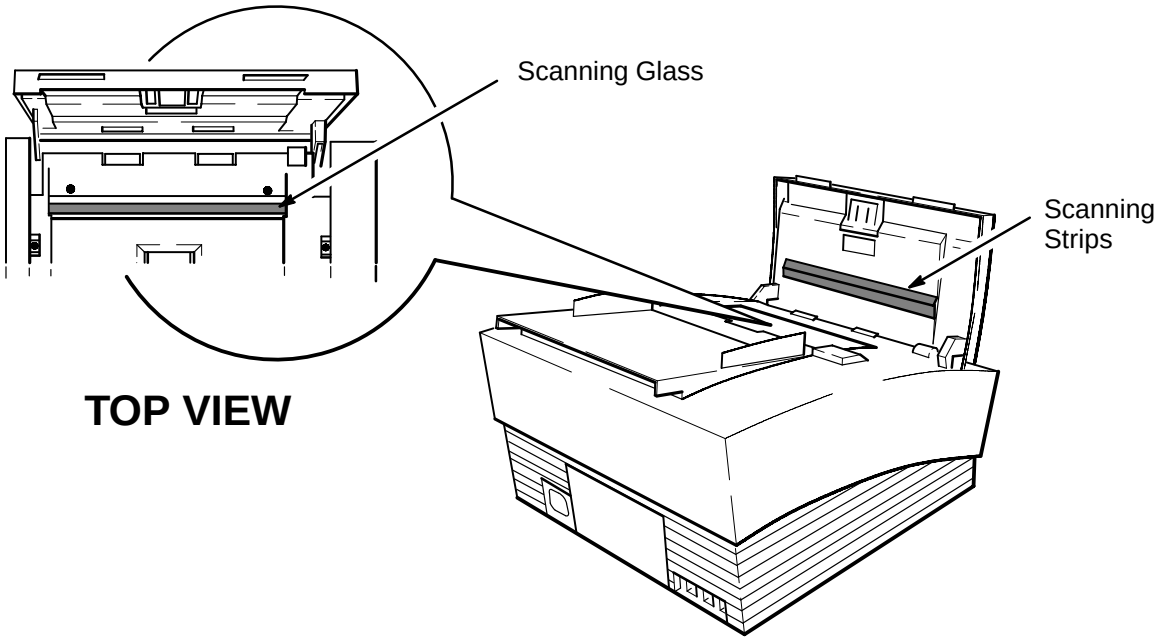



**Figure 3-16. Wiping the Scanning Glass and Strips on the HP FAX-700 and FAX-750**

3. Locate the scanning strips. Using a soft, clean cloth moistened with water, wipe any paper dust from the scanning strips. See Figure 3-16.

**Cleaning the Scanning Plate and Scanning Glass on the HP FAX-900 and FAX-950.**

**To clean the scanning plate and scanning glass,** perform the following procedure:

1. *Turn off the fax machine.* Grasping the front corners of the ADF, raise it to its limits (about 3 inches).

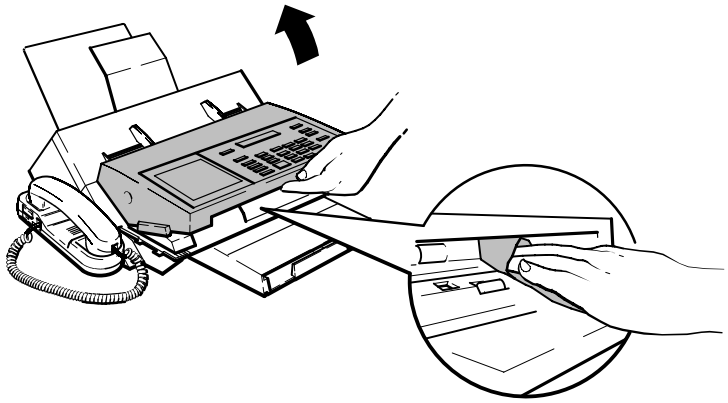
---

**Caution** The scanning glass can be easily scratched. Be sure to use a clean, soft cloth and wipe the area gently while performing step 2.

---

2. Locate the scanning glass and scanning plate. The scanning glass is located on the automatic document feed mechanism. The scanning plate is a white reflective strip located on the underside of the automatic document feed cover. Using a soft, clean cloth moistened with water, wipe any paper dust from the scanning glass. See Figure 3-17.

3-



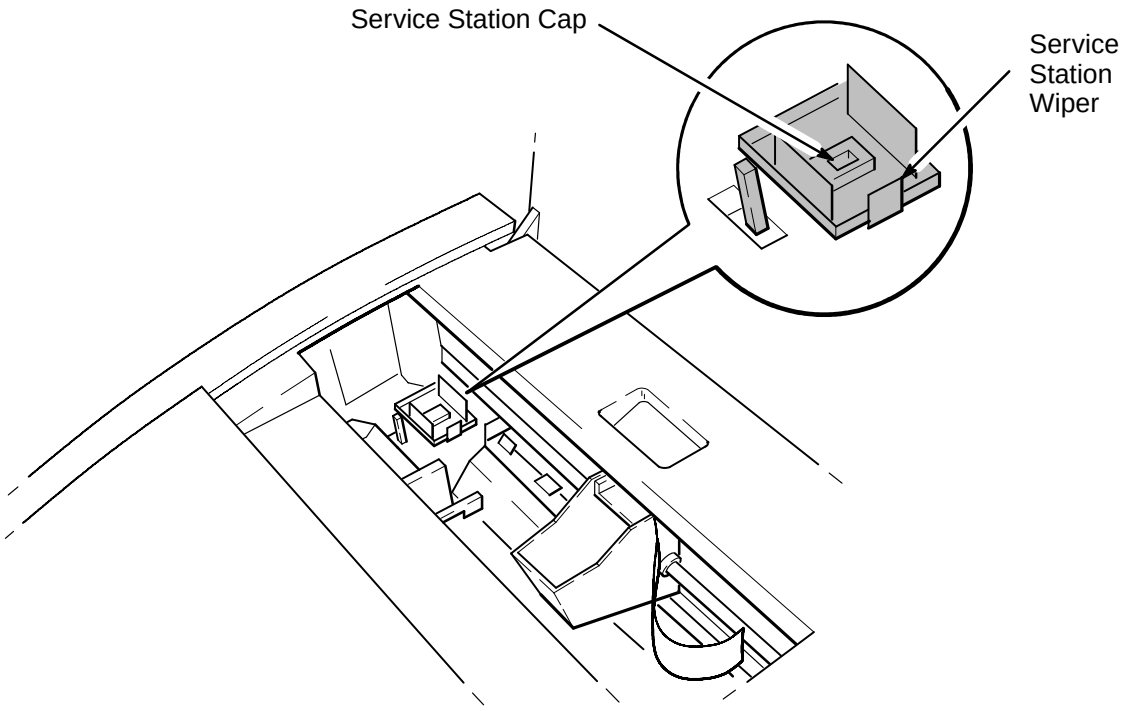
FAX950-31

**Figure 3-17. Cleaning the Scanning Plate and Scanning Glass on the HP FAX-900 and FAX-950**

**Cleaning the service station cap, wiper, and metal Paper Guide/Roller Assembly on the HP FAX-700 and FAX-750.**

**To clean the cap and wiper,** perform the following procedure:

1. *Turn off the fax machine* and lift open the back (top) cover of the fax machine. See Figure 3-8.
2. Remove any excess ink from the service station cap and wiper with a cotton swab. See Figure 3-18.




750-20

**Figure 3-18. Cleaning the Service Station Cap and Wiper on the HP FAX-700 and FAX-750**

3. Visually inspect the area around the service station and remove any excess ink that you find.

**To clean the metal Paper Guide/Roller Assembly,** perform the following procedure:

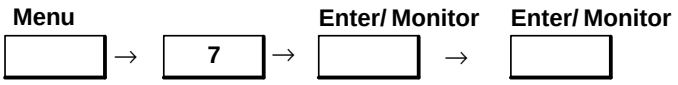
See Figure 3-19 for a drawing of the Paper Guide/Roller Assembly.

---

**Warning** The metal Paper Guide/Roller Assembly has sharp edges that could cause injury. Use care when cleaning this item. Print out all faxes that are stored in memory before proceeding. The procedure assumes that the fax machine has been switched ON (**I**) and that all faxes stored in memory have been printed out.

---

1. Press the following buttons on the front panel.




   The front panel will read: “Cartridge Recovery In Progress”.

2. Once you hear or see a page start printing, open up the top cover (document feeder assembly). The page will begin printing after about 30 seconds. You can see a page being printed by looking into the output tray.
3. After the pen has moved to the center of the fax machine, and the beeping sound has discontinued, push the pen over to the left side of the machine (viewed from the front).
4. You will see a piece of paper partially printed. Pull this paper until in sticks out about 3 inches from the front edge of the metal Paper Guide/Roller Assembly.
5. Turn off and unplug the fax machine. When you do this you will lose all deferred transmissions.
6. With a moist Q-tip, wipe the ink that has accumulated on the metal Paper Guide/Roller Assembly. Be careful not to touch the ink with skin or clothing, since the ink will stain skin and clothing. Use only water to moisten the Q-tip. Do not put water directly on the machine. Use as many moist Q-tips as are necessary to remove the ink.
7. Using a dry Q-tip, remove any remaining moisture on the Paper Guide/ Roller Assembly.
8. Lower the top cover, plug in the fax machine, and turn it on. The fax machine will eject the piece of paper into the output tray. Discard this piece of paper.

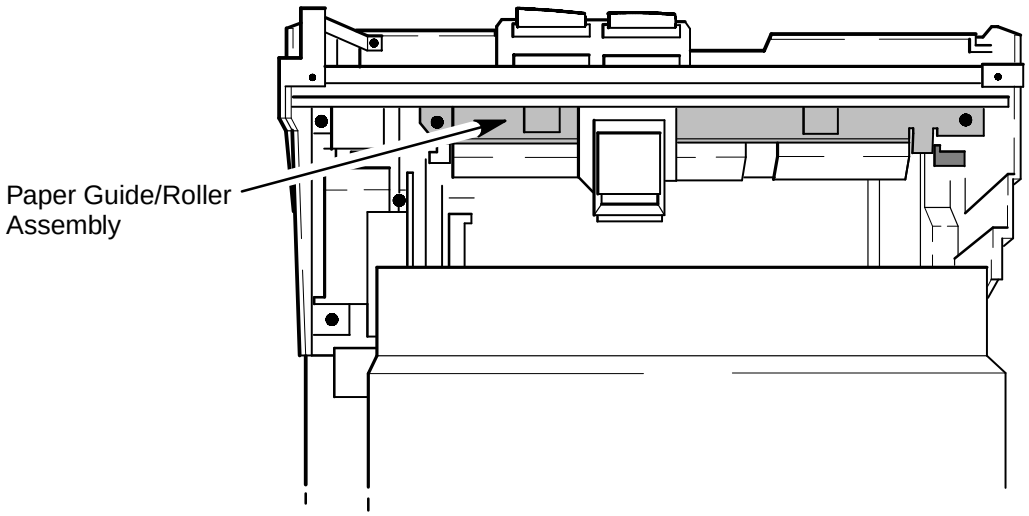
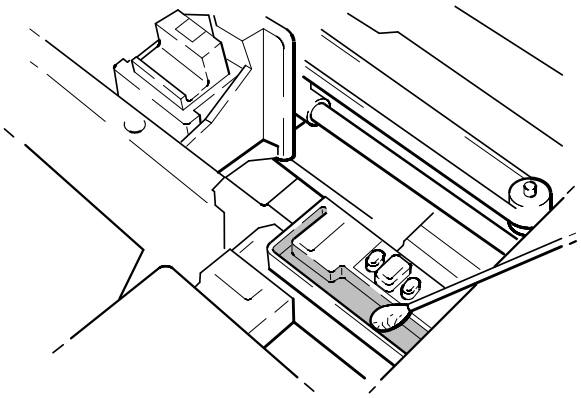



**Figure 3-19. Cleaning the Paper Guide/Roller Assembly**

**Cleaning the Drain Pan on the HP FAX-900 and FAX-950 .** Any time you need to move your fax machine, clean the drain pan of excess ink to prevent spillage.

**To clean the drain pan,** perform the following procedure:

1. *Turn off the fax machine*. Lift open the back (top) cover.
2. Slide the print cartridge cradle to the left.
3. Inspect the drain pan for excess ink. If necessary, remove the excess ink with a cotton swab. See Figure 3-20.



FAX200–26

**Figure 3-20. Removing Ink from the Drain Pan**

4. Slide the print cartridge cradle to the right. Close the back (top) cover and turn on your fax machine.

**Replacing the Verification Stamp from the HP FAX-950.**

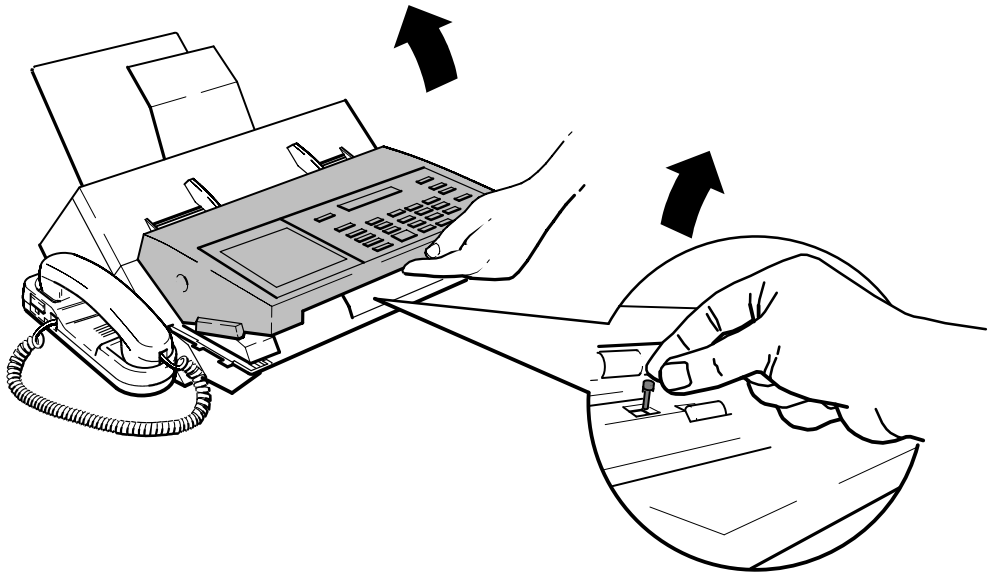
---

**Note** The HP FAX-700 and FAX-750 do not have a verification stamp.

---

**To replace the verification stamp on the HP FAX-950,** perform the following procedure:

1. *Turn off the fax machine.* Grasping the front corners of the ADF, raise it to its limits (about 3 inches).
2. Remove the paper drawer from the fax machine.
3. Reaching underneath the platform that the ADF rested on, push the verification stamp holder up with your forefinger. Remove the verification stamp holder with your free hand. See Figure 3-21.
4. Remove the verification stamp head from the verification stamp holder.
5. Install a new verification stamp head in the holder.
6. Install the verification stamp holder, close the ADF, and install the paper drawer. Then switch ON (**I**) the fax machine.



FAX950-29

**Figure 3-21. Removing the Verification Stamp from the HP FAX-950**

## Replacement Items

During routine maintenance of your fax machine, you will occasionally replace the following items.

- Print Cartridge
- Paper Separator
- Directory Cover
- Verification Stamp

Refer to Table 3-7 for the part numbers for these frequently-replaced items.

**Table 3-7. Part Numbers of Frequently-replaced Items**

| Item Description | FAX−700 Number | FAX-750 Number | FAX-900 Number | FAX-950 Number |
|---|---|---|---|---|
| Print Cartridge | 51626A | 51626A | 51626A | 51626A |
| Paper Separator (Rubber) | C3530-62913 | C3530-62913 | C3510-60012 | C3510-60012 |
| One-Touch Overlay | C3530-85010 | C3530-85010 | NA | NA |
| Print Directory Overlay (Directory Cover in the 900/950) | C3530-85009 | C3530-85009 | C3510-60010 | C3520-60008 |
| Verification Stamp | NA | NA | NA | C3520-60010 |

# 4

# OPTIMIZATION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# 4

# OPTIMIZATION

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## Introduction

This chapter contains helpful information about using the HP FAX-700, FAX-750, FAX-900, and FAX-950. Topics covered are:

- Advanced Configurations
- Using Program Keys
- Sending to Multiple Stations (Broadcasting)
- Customizing Internal Operating Parameters
- Faxing Tips

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**Note** Telephone numbers must be pre-programmed into either one-touch or speed dial keys before programming the program keys for any or all of the following functions. See pages 3-22 through 3-30 for instructions in setting up one-touch and speed dial numbers

---

## Programming the Program Keys on the HP FAX-950

---

**Note** The HP FAX-750 does not have program keys.

---

The HP FAX-950 has four program keys, P1–P4, located on the bottom row of the one-touch keypad. These keys can also be used to set the fax machine for deferred transmission, polling, deferred polling and group dialing functions.

Each function can be programmed to any or all four of the program keys. Once set, these functions can be performed by pressing the appropriate program key.

If you have not already programmed the fax machine program keys, or wish to change a programmed key, you will need to enter the appropriate information for each key.

The procedures for programming the four functions are similar. Deferred transmission and group dialing require you to load the document onto the automatic document feeder before programming the function. The two polling functions require you to remove any documents from the automatic document feeder before programming.

Use the numeric keypad to enter the time using the 4-digit, 24-hour (0000-2400) clock format. (Example: 5:30 pm = 17:30.)

Enter the station numbers using one or more of the dialing methods. Speed dialing requires your two-digit speed-dial code(s). One-touch dialing requires pressing a one-touch number for each station. If you have not programmed any speed-dial or one-touch numbers on your fax machine, refer to the information on one-touch and speed-dial programming in chapter 3.

While entering station numbers, if you wish to scroll through and review the entered station numbers, use the Photo and Stamp buttons.

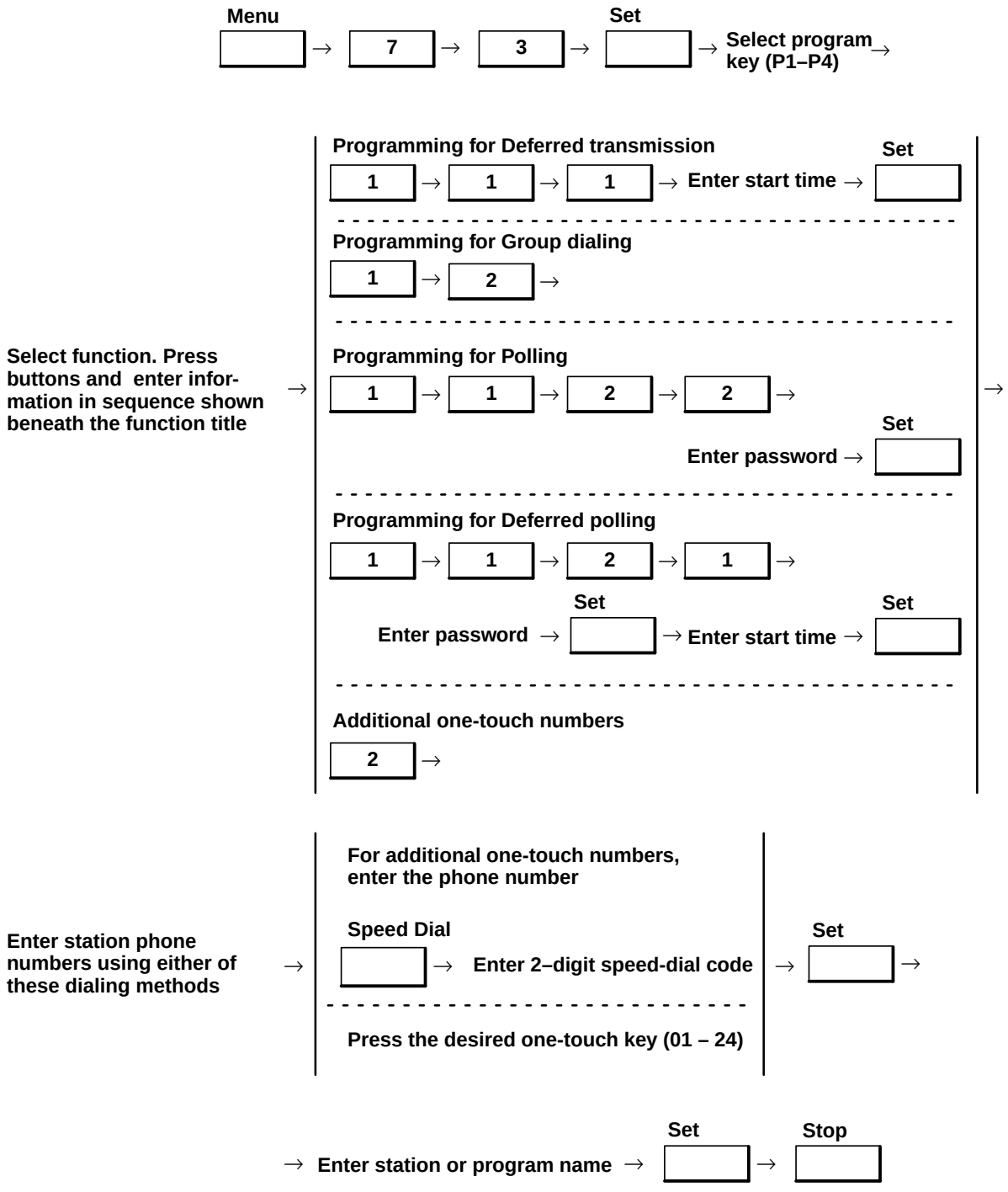
To correct an error, use the Clear button to delete the station number, then enter the correct information.

Enter the program name (up to 15 characters) using the character code entry information in chapter 2. The information the information for the FAX-950 is on page 2-33.

To move the cursor in the display, use the Contrast and Resolution buttons.

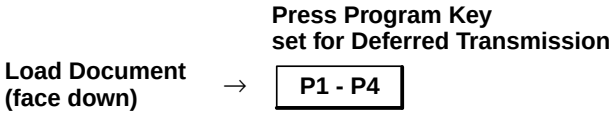
To correct an error, place the cursor over the error and enter the new data. You can erase the entire line by placing the cursor on the first (left-most) character and pressing the Clear button.

**To program the program keys**, determine which function you want associated with each program key. Then press the buttons in the sequence shown and enter the necessary information where requested. Repeat for each key to be programmed.



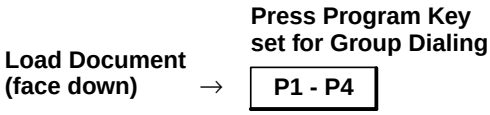
### Programmed Deferred Transmission on the HP FAX-950

**To use programmed deferred transmission**, perform the following:



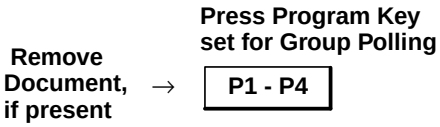

### Programmed Group Dialing on the HP FAX-950

**To use programmed group dialing**, perform the following:



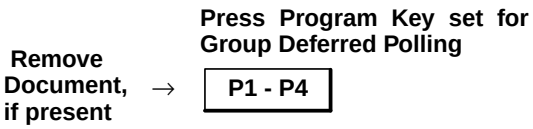

### Programmed Polling on the HP FAX-950

**To use programmed group polling**, perform the following:



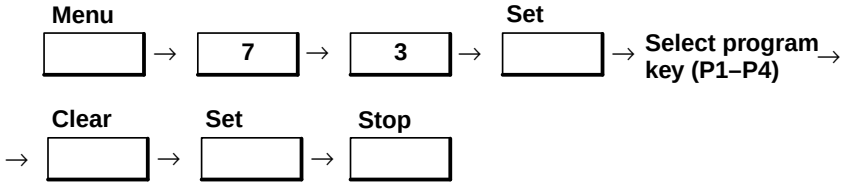

### Programmed Deferred Polling on the HP FAX-950

**To use programmed group deferred polling**, perform the following:




### Erasing a Program Key Memory on the HP FAX-950

**To clear (erase) program keys**, press the buttons in the sequence shown.




## Deferred Transmission, Polling, and Password Transmission

### Deferred (Scheduled) Transmission on the HP FAX-700 and FAX-750

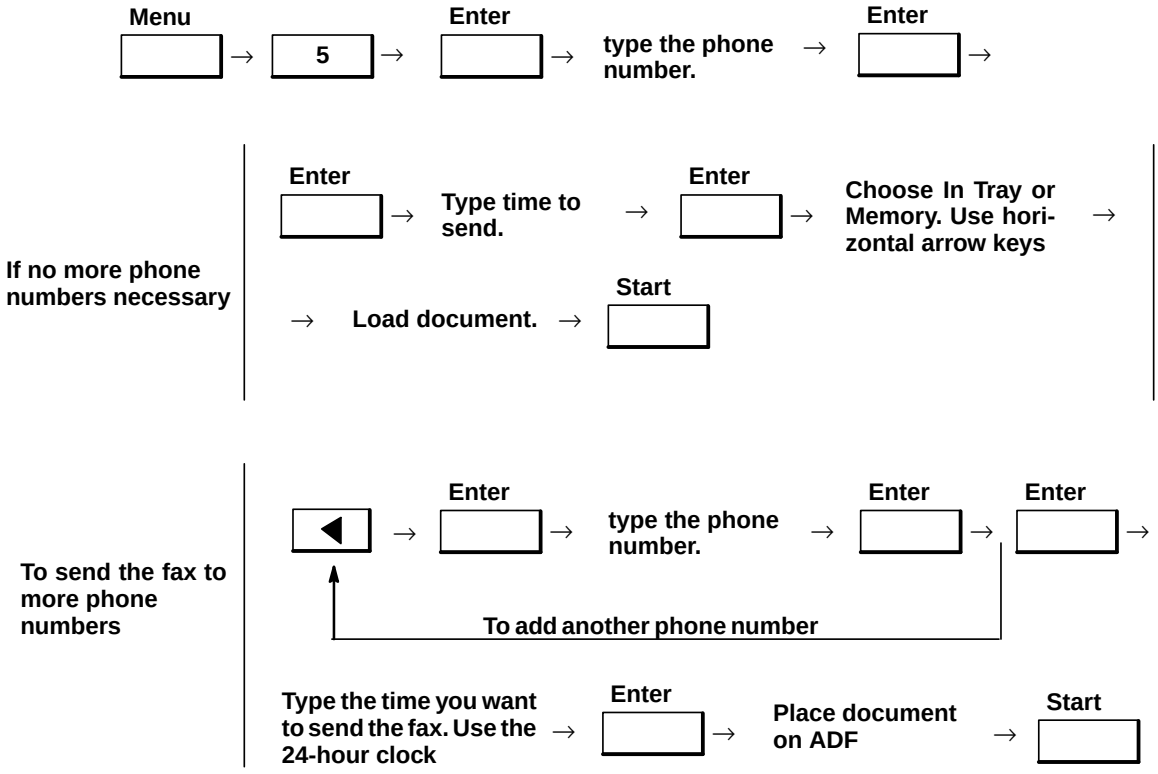
The HP FAX-700 or FAX-750 has deferred transmission capabilities that allow the user to delay sending. Up to 13 documents (12 from memory and one from the ADF) can be sent to one or more stations at a preset time within the next

24-hour period. Of course, the number of messages that can be scheduled actually depends on the density and length of the messages, since fax machine memory is limited. The ability to schedule the transmission of faxes allows the user to take advantage of lower phone rates, adjust to different time zones, and send documents after normal working hours.

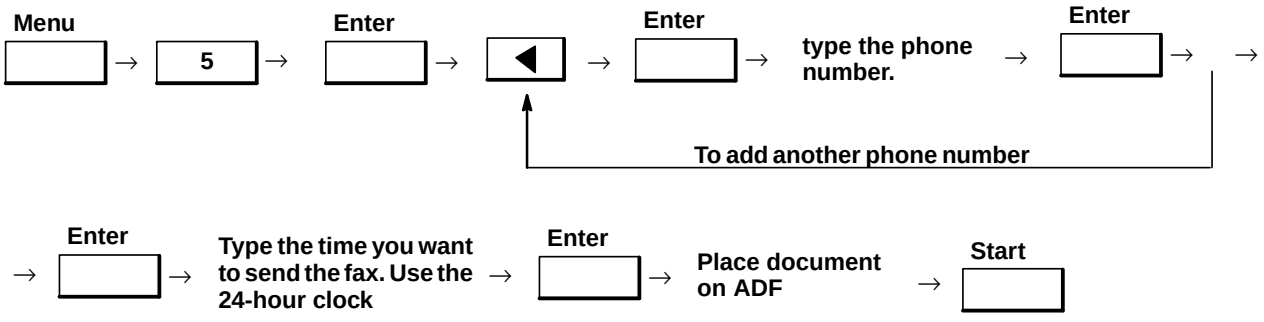
On the HP FAX-700 and FAX-750, use the numeric keypad to enter the time using a 4-digit, 24-hour clock format. (Example: 11:30 = 11:30 am; 23:30 = 11:30 pm.)

To correct an error, press the use a horizontal arrow button to move to the error position and enter the correct number.

**To use deferred transmission on the HP FAX-700 or FAX-750 for a single message,** press the buttons in the sequence shown and enter the necessary information where requested.

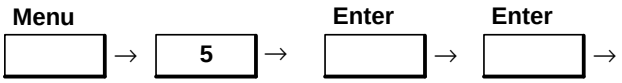



**To send another scheduled fax,** press the buttons in the sequence shown and enter the necessary information where requested.




Repeat the above procedure to schedule more faxes to be sent.

**To review or cancel your scheduled faxes,** press button in the sequence shown:




The following message appears (No. 1 and No. 2 represent any phone number):

```
'ENTER selects fax
01:(Time) No. 1; No. 2; etc.
```

Pressing the enter button causes the following message to appear:

```
Cancel fax?      Yes/No
01:(Time) No. 1; No. 2; etc.
```

Selecting Yes with the left arrow key and pressing the Enter button will cancel scheduled message number 01.

Pressing the Enter button again will display the scheduled time to send message number 01.

Pressing the enter button again will cause the following message to appear (Number 1 is the first phone number in the list):

```
Delete 1st nbr?      Y/N
Number 1
```

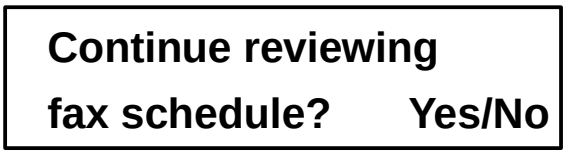
Pressing the left arrow button and the enter button will cancel phone number 01.

Pressing Enter without pressing an arrow button will cause the following message to appear:

```
Enter time to send
24 HrClk [12:00] 00:00
```

The blinking cursor at the first digit of the number, 00:00, indicates that a new time to send may be entered.

As the Enter button is pressed repeatedly, each succeeding phone number is presented for possible cancellation. When the last scheduled phone number is presented and the Enter button is pressed, additional numbers may be typed in, but if the enter button is pressed the following message appears:




Using the left arrow button to select Yes and pressing the enter button continues the review at the next message.

Pressing the enter button and the Stop button places the fax machine in the standby mode.

## Deferred Transmission on the HP FAX-900 and FAX-950

Your HP FAX-900 or FAX-950 allows you to delay sending to a preset time within the next 24-hour period. Two separate deferred communications (up to 12 pages combined total for the FAX-900 and up to 28 pages combined total for the FAX-950) stored in memory having different start times can be set. This allows you to take advantage of lower phone rates, adjust to different time zones, and send documents after normal working hours. On the HP FAX-900, each document can be sent to any or all 16 one-touch, and 34 speed-dial numbers. On the HP FAX-950, each document can be sent to any or all 24 one-touch, 4 program and 72 speed-dial numbers. Direct dialing on the HP FAX-900 is limited to 3 numbers total. Direct dialing on the HP FAX-950 is limited to 12 numbers total.

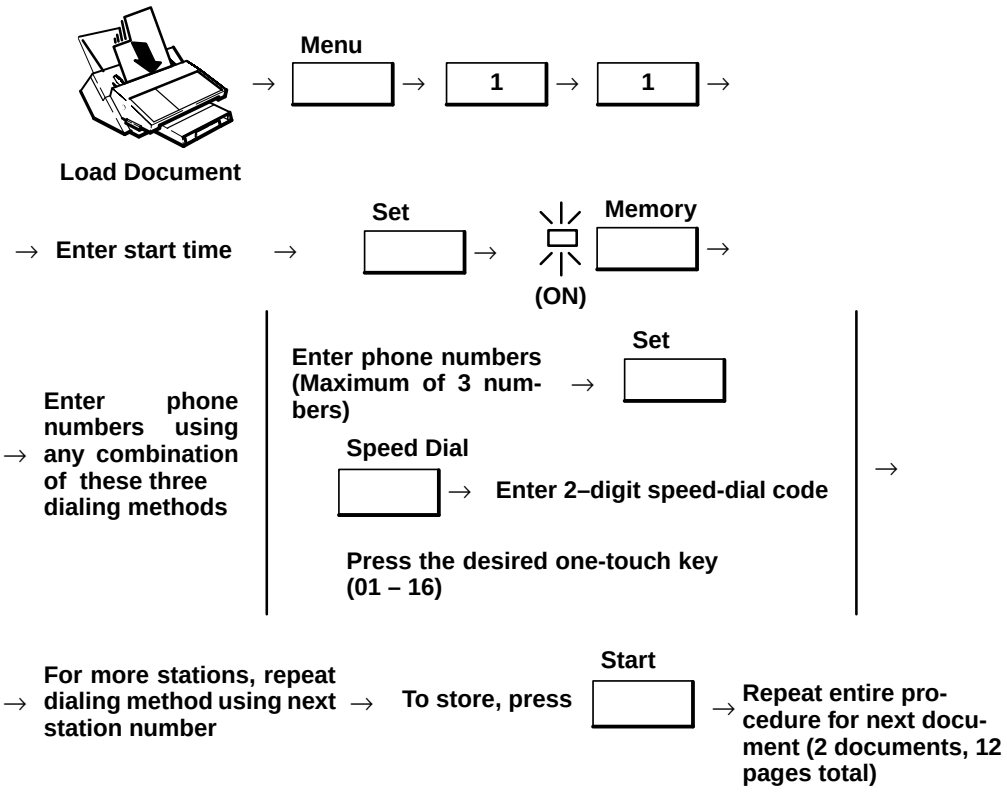
When using deferred transmission, the fax machine will automatically process the documents, store the information into memory, assign a file number, show the percentage of memory used in the display, and count the number of pages and stations entered.

Use the numeric keypad to enter the time using a 4-digit, 24-hour clock format. (Example: 11:30 = 11:30 am; 23:30 = 11:30 pm.)

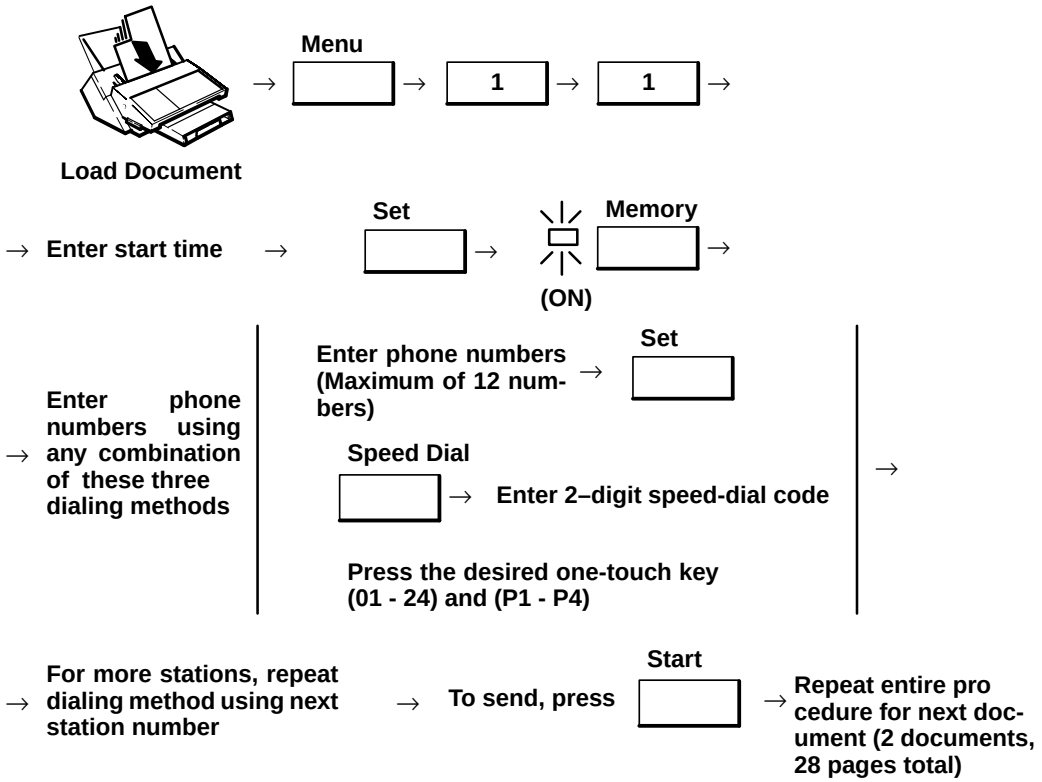
To correct an error, press the Clear button and reenter the correct numbers.

To change or cancel the deferred transmission settings, refer to the file editing procedures presented later in this chapter. If the document is too large for the memory available, turn the memory key OFF and enter only one station.

**To use deferred transmission on the HP FAX-900**, press the buttons in the sequence shown on the next page and enter the necessary information where requested.




**To use deferred transmission on the HP FAX-950**, press the buttons in the sequence shown and enter the necessary information where requested. Information on programming speed-dial or one-touch numbers is found in chapter 3 of this guide.


Menu
1
1
Load Document
Enter start time
Set
Memory
(ON)
Enter phone numbers using any combination of these three dialing methods
Enter phone numbers (Maximum of 12 numbers)
Set
Speed Dial
Enter 2–digit speed-dial code
Press the desired one-touch key (01 - 24) and (P1 - P4)
For more stations, repeat dialing method using next station number
To send, press
Start
Repeat entire procedure for next document (2 documents, 28 pages total)

## Polling on the HP FAX-700 and FAX-750

---

**Note** No polling involving passwords is possible on the HP FAX–700 or FAX-750. Neither fax machine has password capability.

---

Polling is the ability to call other stations to retrieve documents. This function works only with fax machines that have polling capability.

The HP FAX-700 and HP FAX-750 can both poll and be polled. However, no confidential communications are possible on the HP FAX-700 and FAX-750.

---

**Note** When setting up to poll or be polled, ensure that the other person involved knows that the sending station does not have a password capability.

---

The other station(s) must know in advance that you will be calling and have the document(s) set in their automatic document feeder(s) or stored in memory. The same is valid if you are the station to be polled.

## Polling on the HP FAX-900 and FAX-950

Polling is the ability to call other stations to retrieve documents. This function works only with fax machines that have polling capability. In addition, polling passwords may be required and set for security of the transmissions.

The HP FAX-900 can poll other stations but cannot be polled. Among the fax machines described in this guide, the FAX-700, FAX-750 and FAX-950 can be polled.

The HP FAX-900 can poll up to 53 stations. Your HP FAX-950 can poll up to 112 stations. The other station(s) must know in advance that you will be calling and have the document(s) set in their automatic document feeder(s) or stored in memory. The same is valid if you are the station to be polled.

## Polling Password on the HP FAX-900 and FAX-950

---

**Note** No polling involving passwords is possible on the HP FAX–700 or FAX-750. Neither fax machine has password capability.

---

Use of a password provides security for the document being polled. If the polling password does not match the password of the polled station, the polling request will automatically be refused. If the polled station does not have a password set, it will be polled whenever requested.

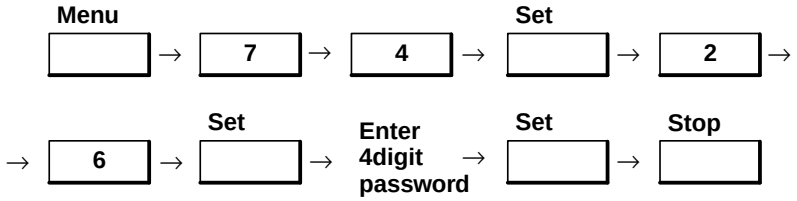
Passwords may be used for both sending and receiving polled documents.

Setting the password in fax parameter 26 will allow the password to appear in the fax machine display when used.

The password can be changed temporarily by overwriting it with a new one for the current polling request if necessary. After the current polling transaction is completed, the password set in fax parameter 26 remains in effect.

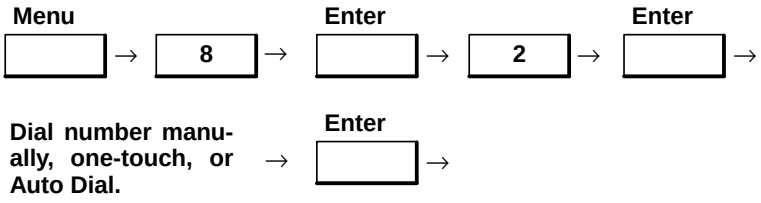
Use the numeric keypad to enter the password numbers.

**To set a polling password**, press the buttons in the sequence shown and enter the necessary information where requested.




## To Poll Documents from other Stations on the HP FAX-700 and FAX-750

**To poll documents from other stations on the FAX-700 and FAX-750**, press the buttons in the sequence shown and enter the necessary information where requested.




To correct an error when dialing the number, press the use a horizontal arrow button to move to the error position and enter the correct number.

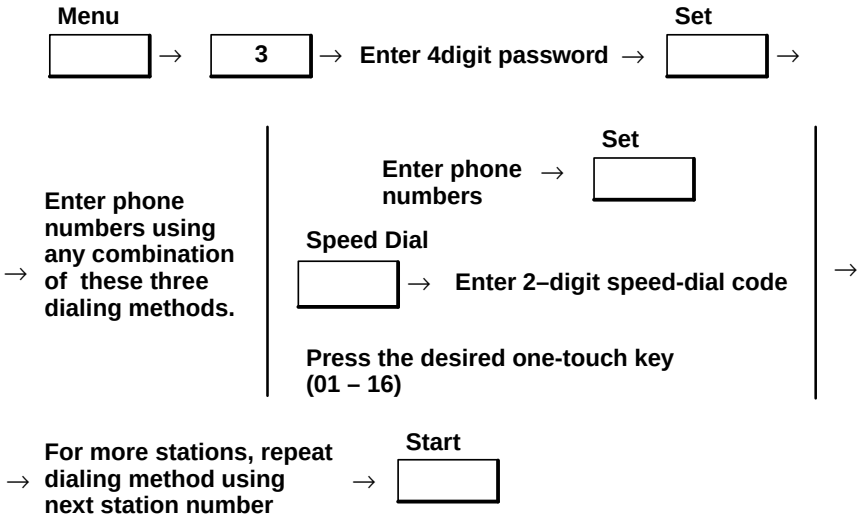
## To Poll Documents from other Stations on the HP FAX-900

Make sure the other station(s) know in advance that you will be calling. The other station(s) must have the document(s) set in their automatic document feeder(s) or stored in memory.

Set the polling password, if applicable. Refer to the polling password procedure on the previous page if necessary.

While entering station numbers, if you wish to scroll through and review the entered station numbers, use the up and down arrow keys.

**To poll documents from other stations on the FAX-900**, press the buttons in the sequence shown and enter the necessary information where requested.



## To Poll Documents from other Stations on the HP FAX-950

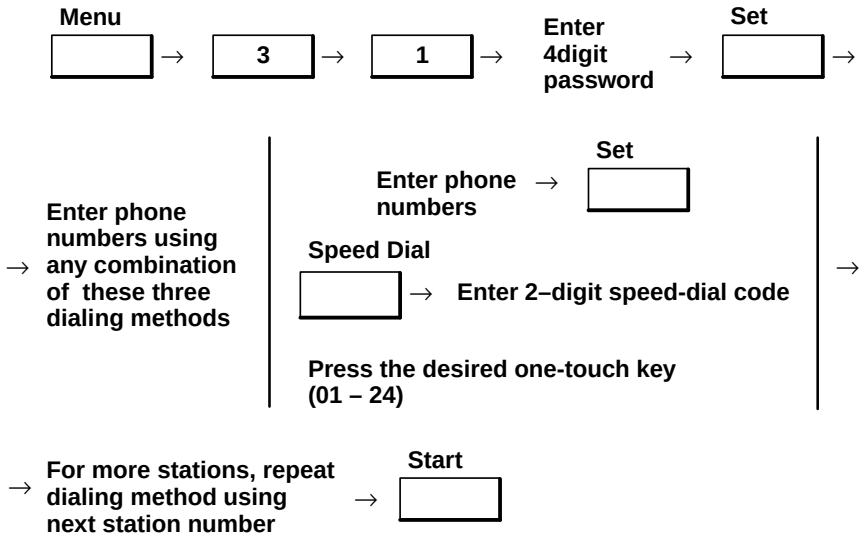
Make sure the other station(s) know in advance that you will be calling. The other station(s) must have the document(s) set in their automatic document feeder(s) or stored in memory.

Set the polling password, if applicable. Refer to the polling password procedure at the top of this page if necessary.

While entering station numbers, if you wish to scroll through and review the entered station numbers, use the Photo and Stamp buttons.

To correct an error, use the Clear button to delete the station number, then enter the correct information.

**To poll documents from other stations on the FAX-950**, press the buttons in the sequence shown and enter the necessary information where requested.




## Deferred (Time-Delayed) Polling on the HP FAX-900

---

**Note** Scheduled polling is not a capability of the HP FAX-700 and FAX-750. The only choices available in the "Being Polled" mode are 1) Off, 2) One Time Only, and 3) Until Turned Off.

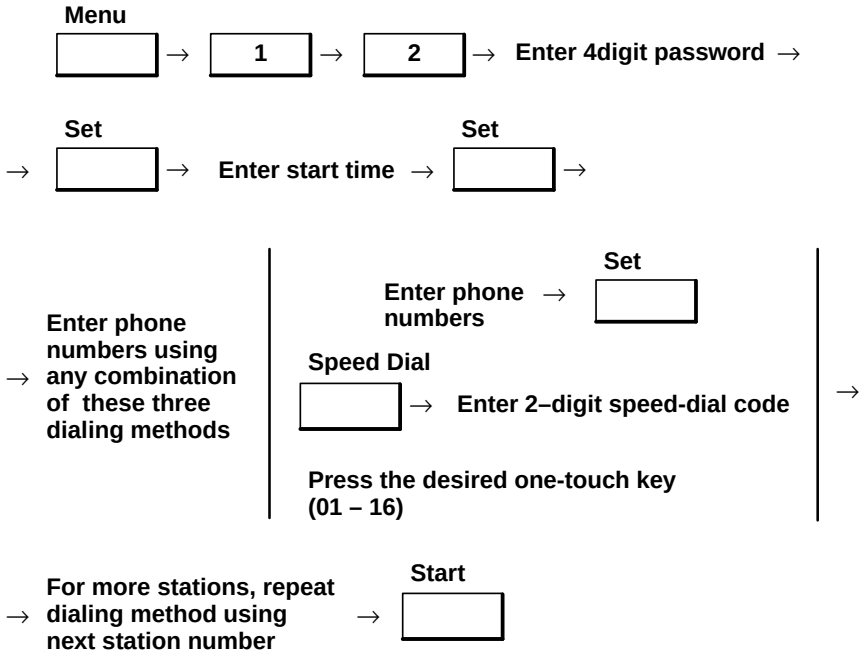
---

Your HP FAX-900 has deferred polling capabilities that allow you to delay polling. You can poll documents from one or more stations at a preset time within the next 24-hour period. This allows you to take advantage of lower phone rates, adjust to different time zones, and poll documents after normal working hours.

Use the numeric keypad to enter the time using a 4-digit, 24-hour clock format. (Example: 09:30 = 9:30 am; 22:00 = 10:00 pm.)

To correct an error, press the Clear button and reenter the correct numbers.

**To use deferred polling on the FAX-900**, press the buttons in the sequence shown and enter the necessary information where requested.



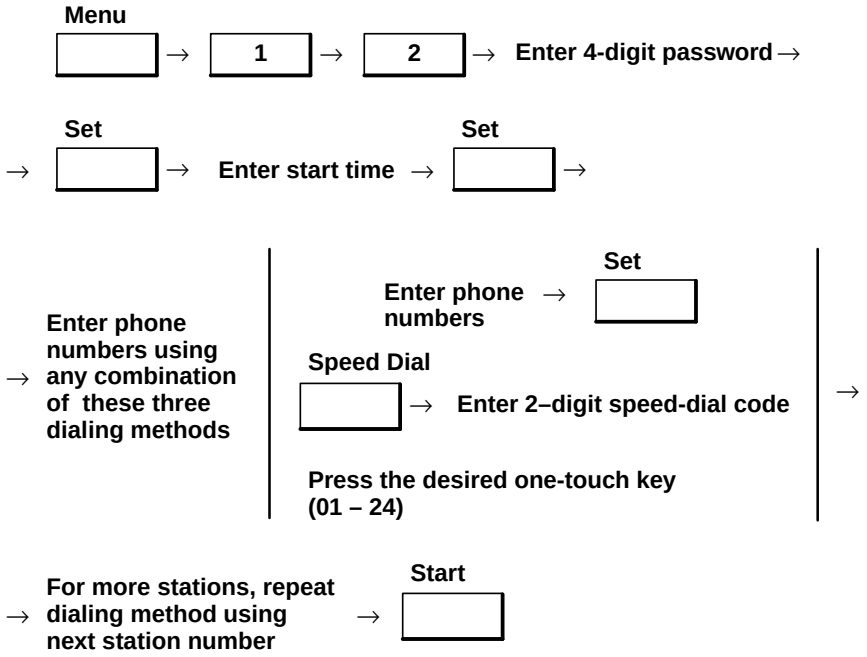

## Deferred (Time-Delayed) Polling on the HP FAX-950

Your HP FAX-950 has deferred polling capabilities that allow you to delay polling. You can poll documents from one or more stations at a preset time within the next 24-hour period. This allows you to take advantage of lower phone rates, adjust to different time zones, and poll documents after normal working hours.

Use the numeric keypad to enter the time using a 4-digit, 24-hour clock format. (Example: 09:30 = 9:30 am; 22:00 = 10:00 pm.)

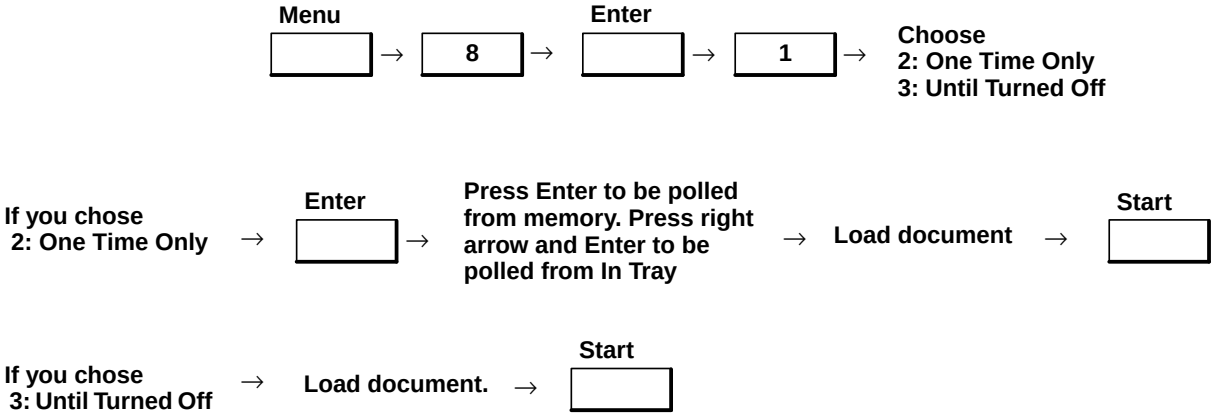
To correct an error, press the Clear button and reenter the correct numbers.

**To use deferred polling on the FAX-950**, press the buttons in the sequence shown and enter the necessary information where requested.




## To Be Polled by Other Stations on the HP FAX-700 and FAX-750

To be polled by other stations on the FAX-700 and FAX-750, press the buttons, enter information, and take actions as indicated:




If you chose One Time Only and to be polled from memory, or, if you chose Until Turned Off, the document will be loaded into memory when the start button is pressed.

If you chose On Time Only and to be polled from the in tray before loading the document and pressing the start button, the following messages will appear in succession on the fax machine LCD.

**Ready to be polled.**

**To be polled from**
**ADF 'STOP' to cancel**

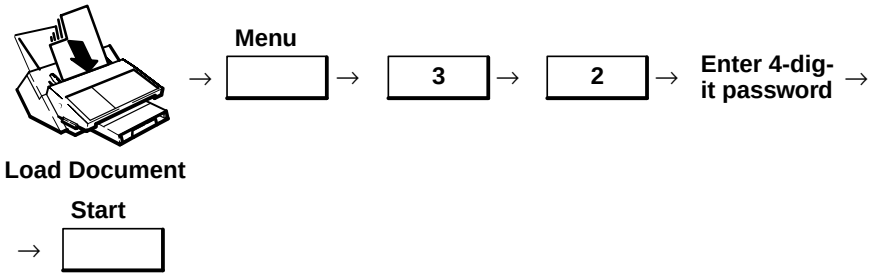
### To be Polled by other Stations on the HP FAX-950

---

**Note** The HP FAX-900 cannot be polled by other stations.

---

**To store the document to be polled by other stations on the FAX-950**, press the buttons in the sequence shown and enter the necessary information where requested.




To be polled, you must have the document stored in memory. Only one document may be stored for polling.

With the document stored in memory for polling, you may still send and receive documents. The stored document will be automatically erased after it is polled.

### Using Password Transmission on the HP FAX-950

---

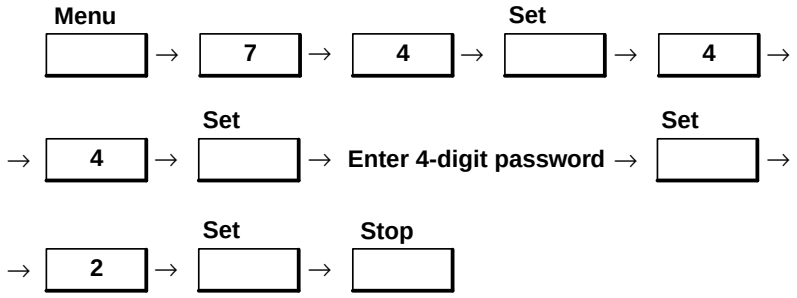
**Note** Neither the HP FAX-700 nor the HP FAX-750 fax machine has password transmission capabilities.

---

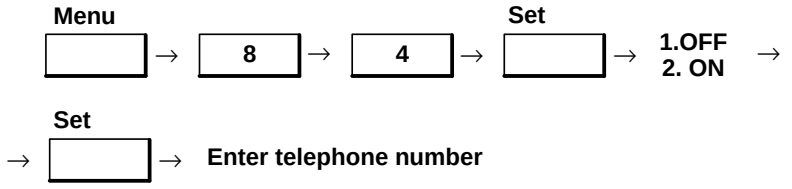
Using the password transmission feature helps you to prevent erroneous transmission to the wrong station. To use password transmission, you must establish a shared 4-digit password with the other stations to be involved in the communication. Each of these stations must enter the same password for exchange of communications.

Using the fax control panel, password transmission can be enabled or disabled for the document currently being sent. Fax parameter 44 must be set to option 2 (ON) in order to use password transmission.

**To configure for password transmission**, set fax parameter option 44 to ON by pressing the buttons in the sequence shown.




**To enable/disable password transmission**, press the buttons in the sequence shown. The fax machine must be configured for password transmission for this setting to take effect.




## Using Confidential Communications on the HP FAX-950

---

**Note** Confidential communications are not a feature of the HP FAX-700, HP FAX-750, and HP FAX-900 fax machines.

---

The HP FAX 950 is equipped with two features for confidential communications. These features, Confidential Mailbox and Confidential Network Communications, help ensure that the document you send is received only by the person having the correct confidential code.

You can use confidential communications for sending, polling, receiving, storing, and printing documents. To use confidential communications, you must establish a shared 4-digit password with the other person(s) to be involved in the communication. Each of these individuals must enter the correct confidential code for exchange of communications.

The confidential mailbox receives documents, having a confidential code, into memory. If two documents are received having the same code, they are both stored into the same mailbox. Up to seven mailbox files, using different codes, can be stored in memory.

It is recommended that additional optional memory be installed if you use this function. The expanded memory will reduce the possibility of memory overflow. Contact your local HP authorized fax dealer to order.

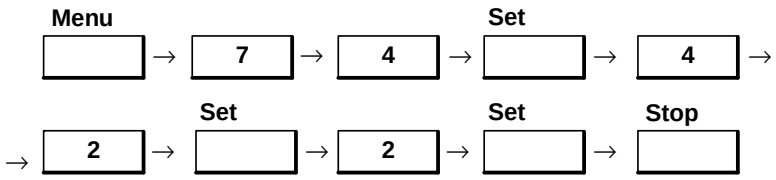
Confidential Network Communications requires a fax machine (station) to perform as a center or relay station. The sending (originating) station sends the confidential document to the center station. The center station retains the document in memory until polled for the document by the destination receiving station. Once the document is polled or printed from the center station, the document is automatically erased from the center station's memory.

To use confidential communication, refer to the following procedures.

## To Set Up for Confidential Network Communications on the HP FAX-950

Fax parameter 42 must be set to option 2 (valid) in order to use confidential network communications.

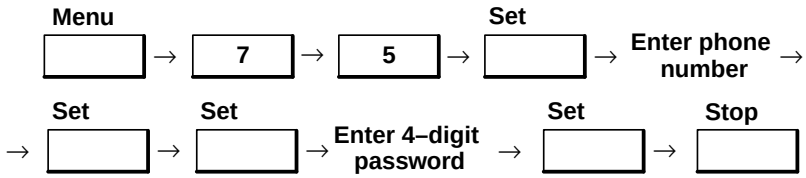
**To set up for confidential network communication**, press the buttons in the sequence shown.




## To Set Your Number and Network Password for Confidential Network Communications on the HP FAX-950

When using confidential network communications, you need to set your fax station telephone number and network password.

**To set telephone number and password for confidential network communications**, press the buttons in the sequence shown and enter the necessary information where requested.



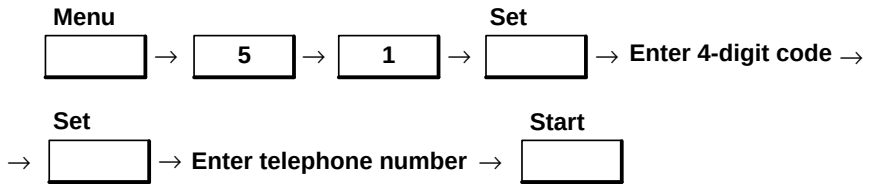

## To Send Confidential Communications on the HP FAX-950

---

**Note** Be sure to use the shared confidential code established between your sending station and the receiving station.

---

**To send a confidential communication**, load the document and press the buttons in the sequence shown.



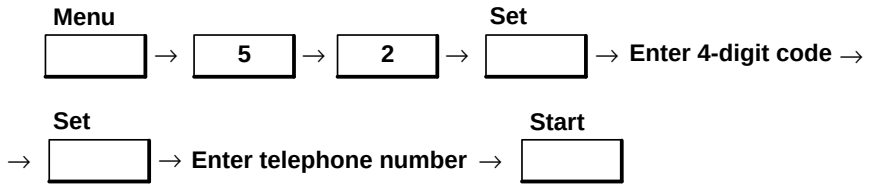
## To Poll Confidential Communications on the HP FAX-950

---

**Note** Be sure the other station is prepared to be polled and to use the correct confidential code.

---

**To poll a confidential communication**, press the buttons in the sequence shown.



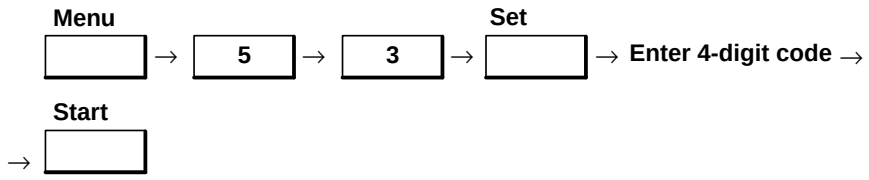

## To Store Confidential Communications on the HP FAX-950

---

**Note** The stored document can be polled by other stations using the correct confidential code. Once polled, the document is erased unless you set fax parameter 43 to valid. When set to valid, the document will be retained in memory after being polled.

---

**To store a confidential communication**, press the buttons in the sequence shown.



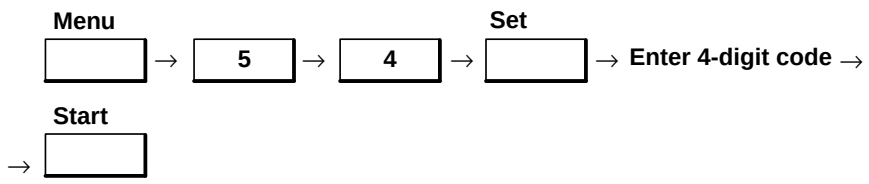

## To Print Confidential Communications on the HP FAX-950

---

**Note** Once printed, the document is erased unless you set fax parameter 43 to valid. When set to valid, the document will be retained in memory after being printed.

---

**To print a confidential communication**, press the buttons in the sequence shown.



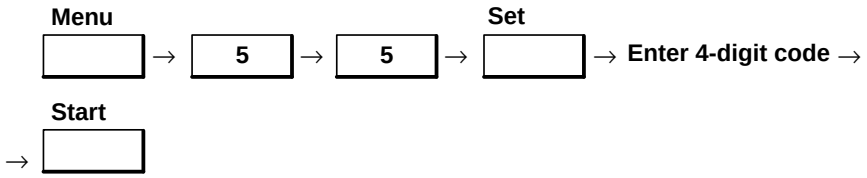
### To Delete Confidential Communications on the HP FAX-950

---

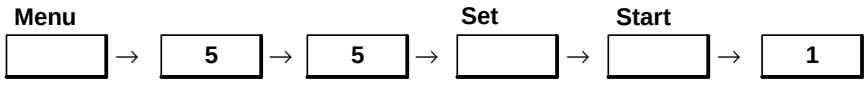
**Note** Be sure to use the correct confidential code.

---

**To delete a confidential communication**, press the buttons in the sequence shown.




**To delete all confidential communication**, press the buttons in the sequence shown.




## Using Relayed Transmission on the HP FAX-950

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**Note** The HP FAX-700 and FAX-750 do not have a relayed transmission capability.

---

Your HP FAX-950 is equipped with a relay transmission feature that can be used to save time and transmission costs. This feature is beneficial when sending the same document to several stations at the same time. The use of a center station (relay station) differentiates this feature from the broadcasting feature presented earlier in this chapter. Also, this feature does not require a code as does confidential network communications

---

**Note** The HP FAX-950 can serve only as an initial sending station or an end receiving station, not as a relay station.. It is assumed that your fax machine will be added to an existing network. Check with your system administrator to determine your fax machine's compatibility with the network.

---

To use relay transmission, you must be part of a relay network built around a center (relay) station. Thus, when you send a document using relayed transmission, you actually send the document to the relay station with instructions to relay the document to the receiving station(s).

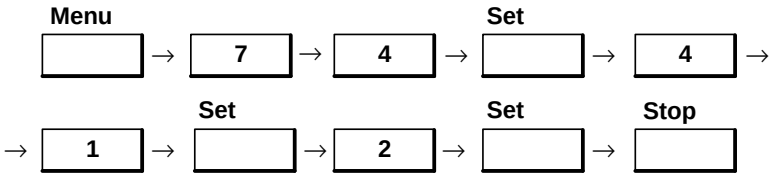
To set up your fax machine to operate in a relayed transmission network, you will need to perform the following procedures:

- Setting up for Relayed Transmission on the HP FAX-950
- Setting Your Own Telephone Number, Network Address and Network Password on the HP FAX-950
- Setting up a One-touch Or Speed-dial Number and Network Address on the HP FAX-950

## To Set up for Relayed Transmission on the HP FAX-950

The first step in preparing to use the relayed transmission feature is to set fax parameter 41 to option 2 (valid).

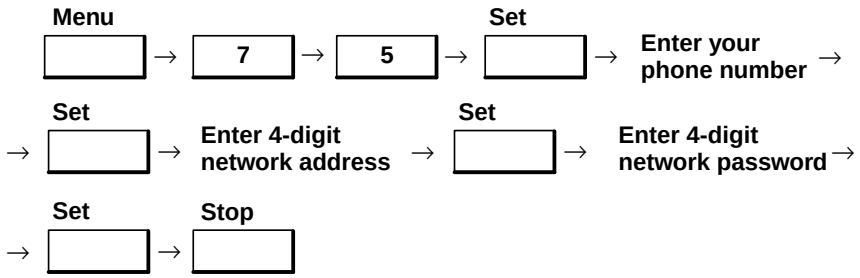
**To set up for relayed transmission**, press the buttons in the sequence shown.




## To Set up your own Telephone Number, Network Address and Network Password on the HP FAX-950

The second step in preparing to use the relayed transmission feature is to set up your own fax machine network identification parameters.

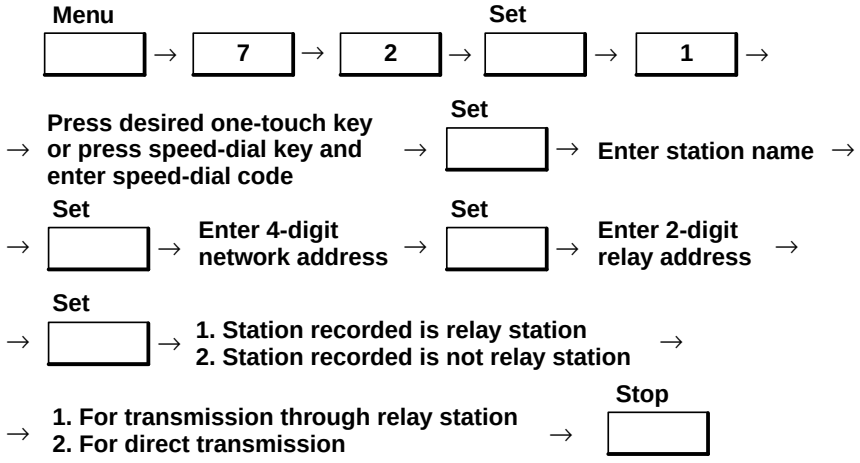
**To set up your network identification parameters**, press the buttons in the sequence shown and enter the necessary information where requested.




## To Set up a One-touch Or Speed-dial Number and Network Address on the HP FAX-950

The third step in preparing to use the relayed transmission feature is to set up the one-touch or speed -dial mode and enter the relay station's identification parameters.

**To set up the dial mode and relay station parameters**, press the buttons in the sequence shown and enter the necessary information where requested.



## To Send a Document Using Relayed Transmission on the HP FAX-950

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**Note** All the necessary parameters for your network must be set prior to sending. Instructions for setting up the fax machine for relayed transmission are presented in the preceding paragraphs in this section.

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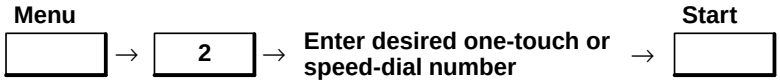
**To use relayed transmission**, press the buttons in the sequence shown.




When using relayed transmission the document is stored in memory, then sent to the relay station. After the relay station sends the document to the receiving station(s), your fax machine will print a Relay XMT Result Report sent back by the relay station.

# File Handling in the HP FAX-900 and FAX-950 Fax Machines

## Storing Files in Memory on the HP FAX-900 and FAX-950

**To store multiple files for deferred transmission, each with a different time of transmission**, press the buttons in the sequence shown and enter the necessary information where requested. The procedure is the same for both the HP FAX-900 and the HP FAX-950. A total of two files may be scheduled for different times. The number of pages per file depends of the number of pages mounted in the ADF at the beginning of the storage procedure for each of the two files.

Load Document → Menu → [ ] → [1] → [1] →

→ Enter start time → Set [ ] → [ ] (ON) Memory [ ] →

→ Enter phone numbers using any combination of these three dialing methods

- Enter phone numbers (Maximum of 3 numbers for the FAX-900 and 12 numbers for the FAX-950) → Set [ ]
- Speed Dial [ ] → Enter 2–digit speed-dial code
- Press the desired one-touch key (01 – 16 for the FAX-900 and 1 – 24 for the FAX-950)

→

→ For more stations, repeat dialing method using next station number → To send, press Start [ ] → To store another file with a different time of transmission, return to the beginning of this procedure

## Editing Files Stored in Memory on the HP FAX-900 or HP FAX-950

When you store multiple files using deferred transmission, your HP FAX-900 or HP FAX-950 memory keeps the document images in files. On occasion you may want or need to change some of the communications settings associated with these files.

Using deferred polling also stores files in memory that can be edited, but no document images are associated with these files since your fax machine will be polling another machine for its images.

You can print a file list showing the communications settings for files currently in memory. Use the file number shown on the file list to identify the file(s) to be edited.

The file edit mode allows you to change start times, stations, or delete a file from memory.

## To Print a File List on the HP FAX-900 or FAX-950

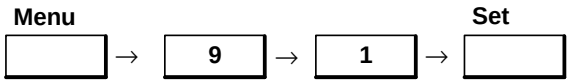
A list file shows the current communications settings for documents or files stored in memory. The document file number, date and time stored, start time (for deferred functions), destination station, logo and ID number are listed.

---

**Note** You can not print a file list while a document is being transmitted.

---

**To print a file list**, press the buttons in the sequence shown.




## To Change a Start Time or Station on the HP FAX-900 or FAX-950

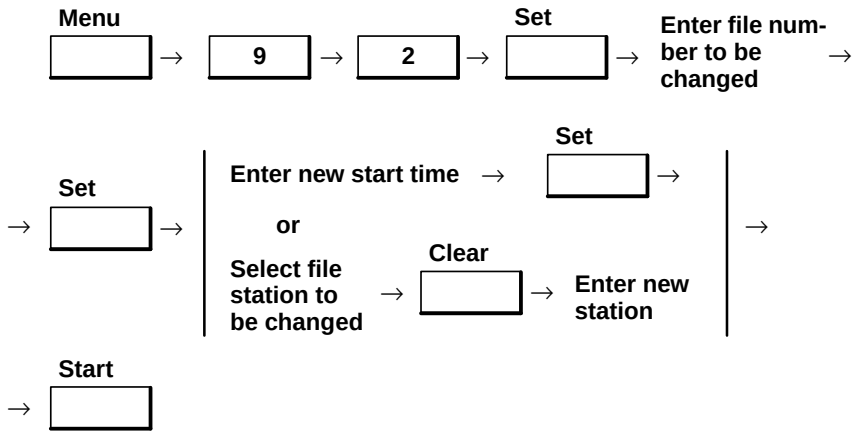
You can obtain a print out of the file numbers in memory printing a file list using the procedure given at the top of this page.

If you want to change the start time of a file, use the numeric keypad to enter the time using a 4-digit, 24-hour clock format. (Example: 07:30 = 7:30 am; 19:30 = 7:30 pm.)

If you want to change the station of a file, use either a one-touch key, speed dial number and code, or direct dialing for the new station number.

To identify and select a file station to be changed, you can scroll through the file stations using the Photo ^ and v buttons in the case of the FAX-900 or the Photo and Stamp buttons in the case of the FAX-950.

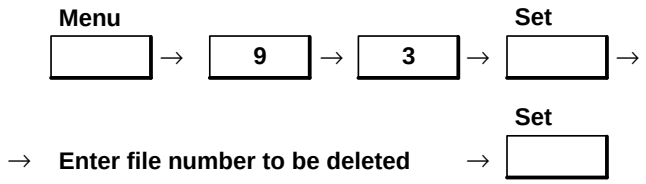
**To change a file start time or station**, press the buttons in the sequence shown and enter the necessary information where requested.



### To Delete a File on the HP FAX-900 or FAX-950

You can obtain a print out of the file numbers in memory by performing the file list print procedure given earlier in this chapter.

**To delete a file**, press the buttons in the sequence shown and enter the necessary information where requested.



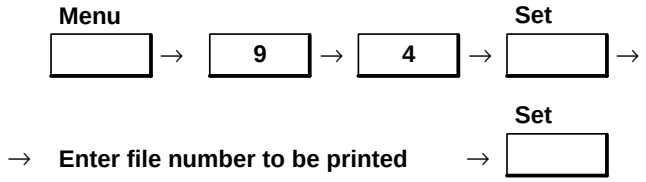

### To Print the Communication Settings of a File on the HP FAX-900 or FAX-950

You can print the current communications settings for a specific file stored in memory. The document file number, date and time stored, start time (for deferred functions), destination station, logo and ID number are listed.

You can obtain a print out of the file numbers in memory by performing the file list print procedure given earlier in this chapter.

The document will remain in memory after the file is printed.

**To print the communications settings of a file**, press the buttons in the sequence shown.

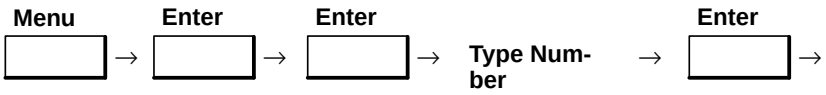



## Sending to Multiple Stations (Broadcasting)

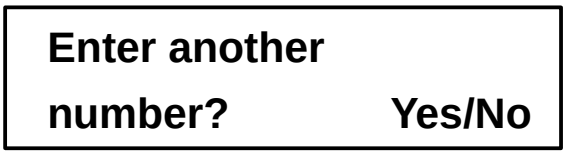
### Sending to Multiple Stations (Broadcasting) on the HP FAX-700 and FAX-750

Your HP FAX-700 and HP FAX-750 have the memory capacity to store approximately 12 document pages which can be transmitted from memory automatically. You can send a document stored in memory to one or more stations using any of the dialing methods. Direct dialing is limited to three stations per transmission. Speed dialing requires your two-digit speed-dial code(s). One-touch dialing requires pressing a one-touch number for each station.

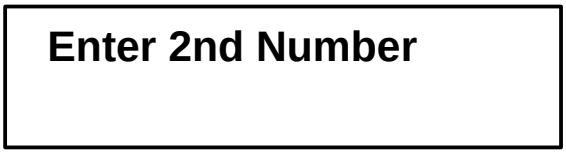
**To broadcast**, press the buttons in the sequence shown and enter the necessary information where requested.




The following message will appear:




To enter an additional number, press the left arrow button and then the enter button. The LCD will present the following message:




Type the second number and press the Enter button. The fax machine will ask if you want to enter another number.

With each number entered, the fax machine LCD will present you with a choice to enter another number or not. After the last number is entered and you elect not to enter another number, a message to load a document appears. Load the document onto the ADF and press the start button to continue. The machine will store the document and immediately begin dialing the first of the destination phone numbers.

### Deferred Sending to Multiple Stations (Broadcasting) on the HP FAX-700 and FAX-750

This capability was described earlier in this chapter under the heading, “Deferred (Scheduled) Transmission on the HP FAX-700 and FAX-750”.

### Sending One or More Documents to Multiple Stations (Broadcasting) on the HP FAX-900

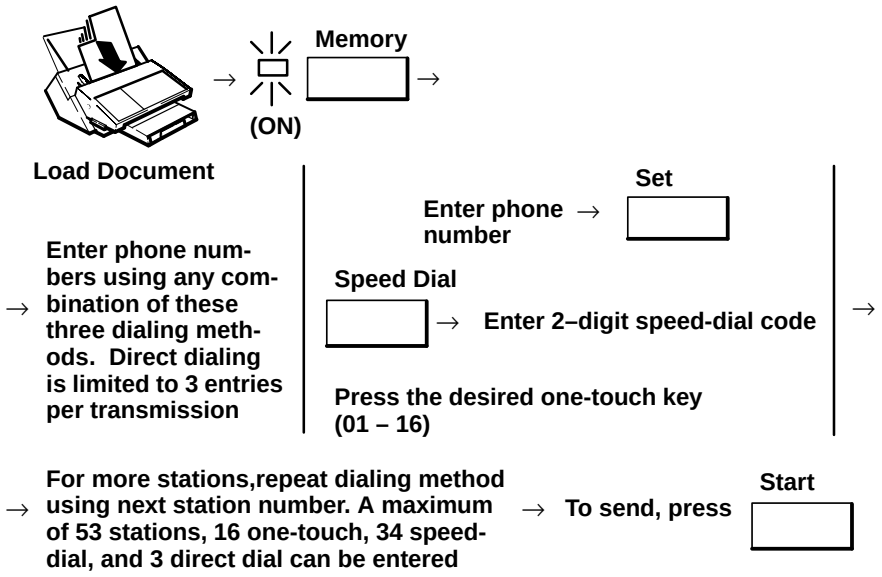
The HP FAX-900 has memory capacity to store approximately 12 document pages which can be transmitted from memory automatically. A document stored in memory can be sent to one or more stations (up to a total of 53) using any of the dialing methods. Direct dialing is limited to three stations per transmission. To send multiple documents to different stations, refer to the multifile transmission procedure on the next page.

When using broadcasting, the fax machine will automatically process the document, store the information into memory, and count the number of stations entered. After the last sheet of the document is processed, the fax machine will automatically start dialing the receiving stations.

To scroll through and review the entered station numbers, use the Photo ^ and v buttons.

To correct an error, use the Clear button to delete the station number, then enter the correct information.

**To broadcast**, press the buttons in the sequence shown and enter the necessary information where requested.


Memory
(ON)
Load Document
Set
Enter phone number
Enter phone numbers using any combination of these three dialing methods. Direct dialing is limited to 3 entries per transmission
Speed Dial
Enter 2–digit speed-dial code
Press the desired one-touch key (01 – 16)
For more stations,repeat dialing method using next station number. A maximum of 53 stations, 16 one-touch, 34 speed-dial, and 3 direct dial can be entered
To send, press
Start

## Sending Multiple Documents To Multiple Stations (Multifile Transmission) on the FAX-900

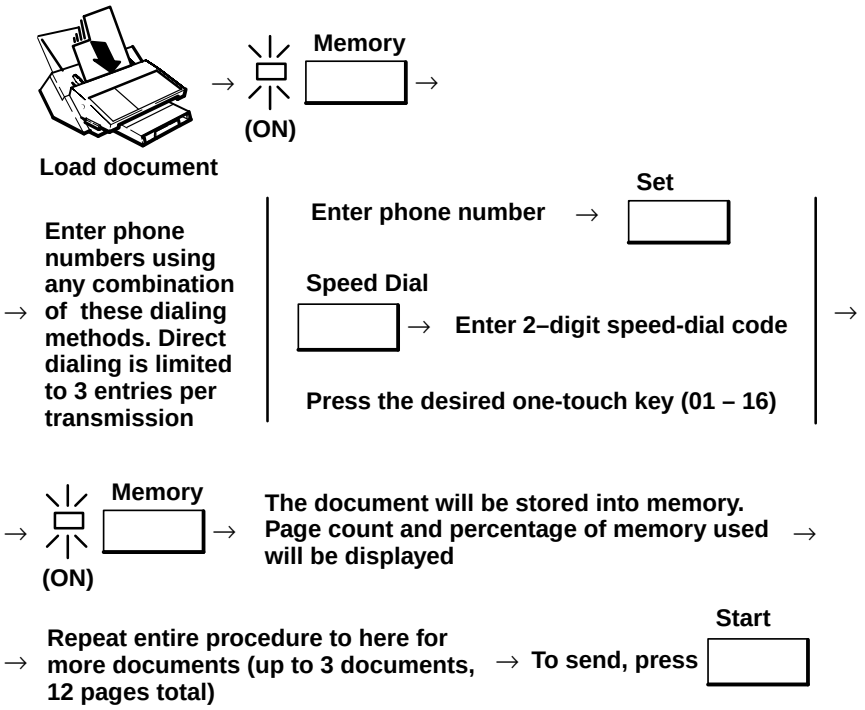
The HP FAX-900 can store approximately 12 document pages which can be transmitted from memory automatically. Using multifile transmission, up to 3 documents (up to 12 pages combined total) can be stored in memory and sent to one or more stations. Each document can be sent to any or all 16 one-touch and 34 speed-dial numbers. Direct dialing is limited to 3 numbers total per transmission.

When using multifile transmission, the fax machine will automatically process the documents, store the information into memory, show the percentage of memory used in the display, and count the number of pages and stations entered. After the last sheet of the last document is processed, the fax machine will automatically start dialing the receiving stations.

To scroll through and review the entered station numbers, use the Photo ^ and v buttons.

To correct an error, use the Clear button to delete the station number, then enter the correct information.

**To transmit multifiles**, press the buttons in the sequence shown and enter the necessary information where requested.


Memory
(ON)
Load document
Set
Enter phone numbers using any combination of these dialing methods. Direct dialing is limited to 3 entries per transmission
Enter phone number
Speed Dial
Enter 2–digit speed-dial code
Press the desired one-touch key (01 – 16)
Memory
(ON)
The document will be stored into memory. Page count and percentage of memory used will be displayed
Repeat entire procedure to here for more documents (up to 3 documents, 12 pages total)
To send, press
Start

## Sending to Multiple Stations (Broadcasting) on the HP FAX-950

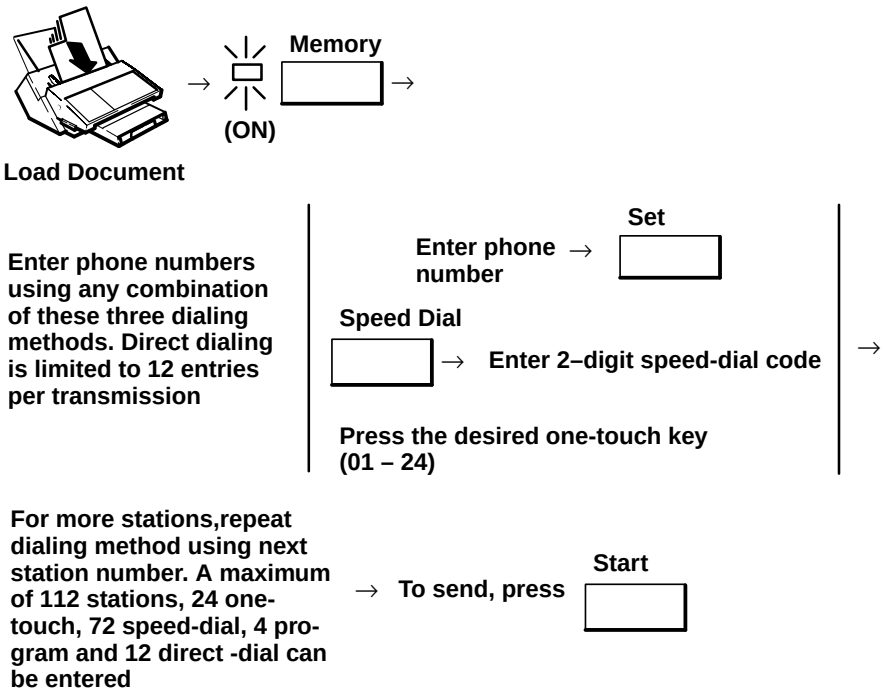
The HP FAX-950 has memory capacity to store approximately 28 document pages which can be transmitted from memory automatically. Using broadcasting, a document stored in memory can be sent to one or more stations (up to a total of 112) using any of the dialing methods. Direct dialing is limited to three stations per transmission. To send multiple documents to different stations, refer to the multifile transmission procedure immediately following this procedure.

When using broadcasting, the fax machine will automatically process the document, store the information into memory, and count the number of stations entered. After the last sheet of the document is processed, the fax machine will automatically start dialing the receiving stations.

To scroll through and review the entered station numbers, use the Photo ^ and Stamp v buttons.

To correct an error, use the Clear button to delete the station number, then enter the correct information.

**To broadcast,** press the buttons in the sequence shown and enter the necessary information where requested.


Memory
(ON)
Load Document
Enter phone numbers using any combination of these three dialing methods. Direct dialing is limited to 12 entries per transmission
Set
Enter phone number
Speed Dial
Enter 2–digit speed-dial code
Press the desired one-touch key (01 – 24)
For more stations,repeat dialing method using next station number. A maximum of 112 stations, 24 one-touch, 72 speed-dial, 4 program and 12 direct -dial can be entered
To send, press
Start

## Sending Multiple Documents To Multiple Stations (Multifile Transmission) on the FAX-950

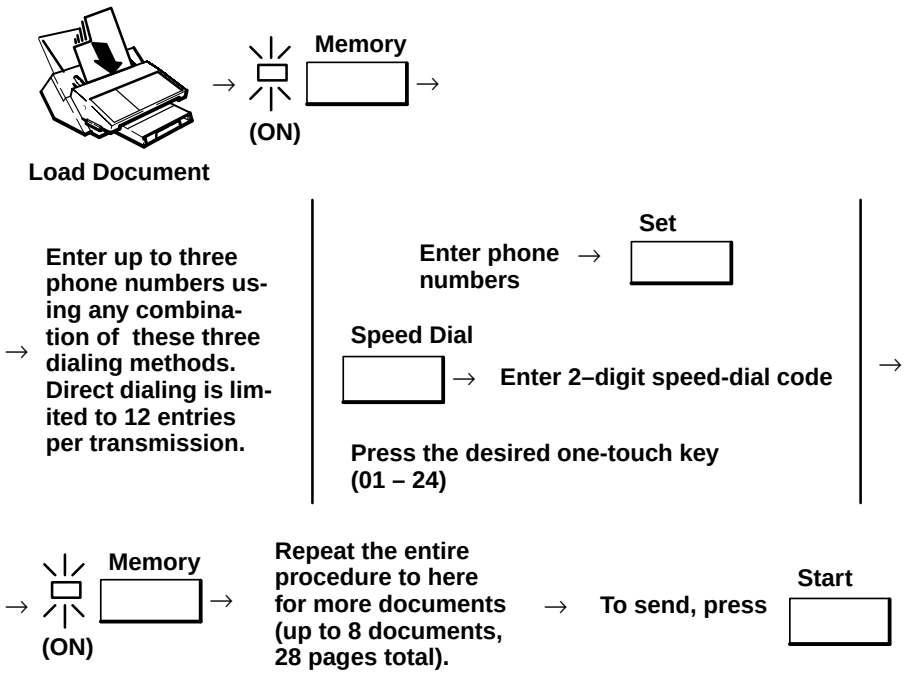
Your HP FAX-950 can store approximately 28 document pages which can be transmitted from memory automatically. Using multifile transmission, you can send up to 8 documents (up to 28 pages combined total) stored in memory to one or more stations. Each document can be sent to any or all 24 one-touch, 4 program and 72 speed-dial numbers. Direct dialing is limited to 12 numbers total per transmission. You can send up to eight documents in any combination of deferred, polled, or mailboxes. A maximum of 6 deferred files can be used in the combination.

When using multifile transmission, the fax machine will automatically process the documents, store the information into memory, show the percentage of memory used in the display, and count the number of pages and stations entered. After the last sheet of the last document is processed, the fax machine will automatically start dialing the receiving stations.

To scroll through and review the entered station numbers, use the Photo ∧ and Stamp ∨ buttons.

To correct an error, use the Clear button to delete the station number, then enter the correct information.

**To transmit multifiles,** press the buttons in the sequence shown and enter the necessary information where requested.


Memory
(ON)
Load Document
Enter up to three phone numbers using any combination of these three dialing methods. Direct dialing is limited to 12 entries per transmission.
Set
Enter phone numbers
Speed Dial
Enter 2–digit speed-dial code
Press the desired one-touch key (01 – 24)
Memory
(ON)
Repeat the entire procedure to here for more documents (up to 8 documents, 28 pages total).
To send, press
Start

## Customizing the Fax Machine Internal Operating Parameters

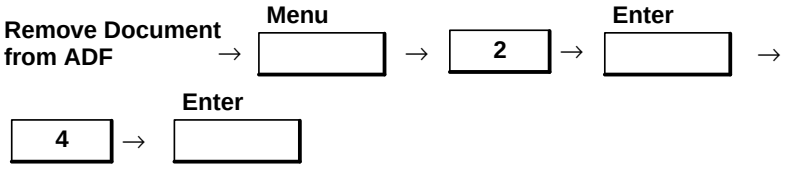
Many fax machine features are controlled by a set of operating elements called fax *parameters*. Each parameter has a set of *options*. Fax machines are delivered to the user with factory settings for each parameter option. The factory settings are designed to meet the needs of the majority of fax machine users.

Fax parameters allow you to customize features of your fax machine. Many parameters have sets of choices (such as the control panel display languages) that you can use to control the feature(s). You can send and receive documents without altering any of the factory-set parameters. Only change a parameter if needed to customize a feature for your specific transmission or reception requirements.

Some parameters can be temporarily changed for a single transaction using the fax control panel. After the transaction, these temporarily changed parameters return to their previous settings.

### Listing the Parameters (Settings) in the HP FAX-700 and FAX-750

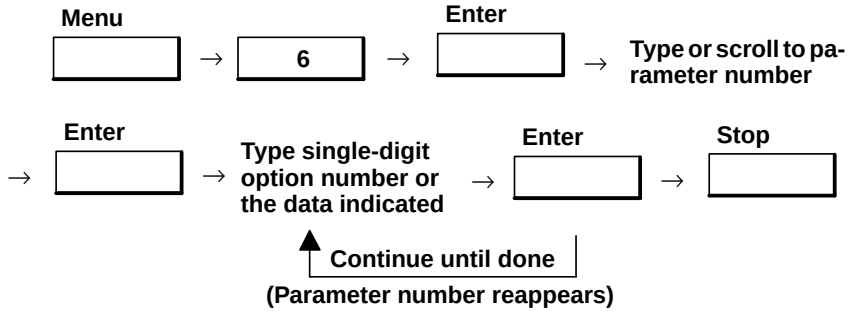
You can print a listing of your current fax parameter settings using the fax parameter report printing procedure illustrated below.




### Changing Parameters (Settings) in the HP FAX-700 and FAX-750

Use the numeric keypad to enter the two-digit fax parameter number or single digit option number.

**To change or customize your fax parameters,** press the buttons in the sequence shown and enter the necessary information where requested.




Use the following table to select the fax parameter and associated options you want to customize. An asterisk after an option indicates the default setting.

**Table 4-1. HP FAX-700 and FAX-750 Parameter (Setting) Options**

| 2-Digit Parameter Number | Parameter Name Options (choices) * factory set | Description |
|---|---|---|
| 01 | DATE AND TIME | Used to set the current date and time. After the current date and time is set, your fax machine clock will keep track of the date and time and print them as a part of the header on reports and faxed documents received. |
| 02 | FAX NUMBER AND NAME | Used to set the fax number and name to be associated with your fax machine. Once the fax number and name have been entered, your fax machine will print them as a part of the header on reports and faxed documents received. |
| 03 | FAX RESOLUTION<br>1: Standard *<br>2: Fine | Specifies the resolution of scanned documents.<br>Use for typical text documents.<br>Use for detailed documents and illustrations. |
| 04 | CONTRAST<br>1: Light<br>2: Normal*<br>3: Dark | Specifies contrast of scanned documents.<br>Use if original is unusually dark.<br>Use if original has contrast of normal quality.<br>Use if original is unusually light. |
| 05 | PHOTO QUALITY<br>1: Quality *<br>2: Economy | Specifies print speed and density.<br>To print the highest quality.<br>To print fast, use less ink. |
| 06 | DIALING METHOD<br>1: Pulse<br>2: Tone * | Specifies dialing method.<br>Dial by pulse signals.<br>Dial by tone signals. |

**Table 4-1. HP FAX-700 and FAX-750 Parameter (Setting) Options (Continued)**

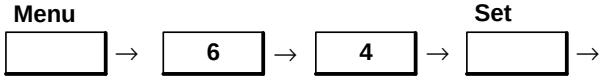
| 2-Digit Parameter Number | Parameter Name Options (choices) * factory set | Description |
|---|---|---|
| 07 | RECEPTION MODE | Specifies the mode of reception. |
| | 1: Answer manually | You must answer the phone and signal the machine to receive a fax by pressing the Start/Copy button or dialing the remote reception code (123). |
| | 2: Fax only * | The fax machine answers all incoming calls. |
| | Number of rings | Can be set for 1 to 20 rings. Standard is 1 ring. |
| | 3: Auto fax/ Phone | The fax machine answers a fax call, but switches voice calls to the phone when you lift the handset and press the Start button. |
| | 4: Auto fax/ Ans. Mach. | The fax machine answers a fax call, but switches voice calls to the answering machine. |
| | Number of rings | Can be set for 1 to 20 rings. Standard is 4 rings. |
| | SILENT DETECT | |
| | 1: Yes * | |
| | 2: No | |
| 08 | DISTINCTIVE RING | Specifies whether or not distinctive ring detection is in effect. |
| | 1: Set | Distinctive ring detection is in effect and a pattern has been stored. |
| | 2: Not set * | Distinctive ring detection is <u>not</u> in effect. |
| 09 | REMOTE RECEPTION | Specifies whether or not remote reception is in effect. |
| | 1: Enable* | Remote reception is in effect. |
| | 2: Disable | Remote reception is <u>not</u> in effect. |
| | REMOTE RECEPTION SEQUENCE | 123 is the standard remote reception sequence. The user may set another sequence if desired. |
| 10 | RCV'D TO MEMORY | Specifies when a document will be received to memory. |
| | 1: Never | No receive information printed. No faxes received to memory. |
| | 2: If printer error * | Received Time, Sender's ID & page numbers printed. Fax stored in memory if there is a printer error. |
| 11 | ERROR CORRECTION | Specifies whether or not error correction will occur. |
| | 1: Yes * | Error correction will occur. |
| | 2: No | Error correction will **<u>not</u>** occur. |
| 12 | AUTOMATIC REPORTS | Specifies the conditions under which automatic reports will be produced. |
| | 1: Off | Automatic reports are never produced. |
| | 2: On | Automatic reports are always produced. |
| | 3: Errors * | Automatic reports are produced when an error occurs. |
| 13 | HEADER LOCATION | Specifies where the header will appear on a document. |
| | 1: Inside the fax area | Specifies that header text will print inside the fax area. |
| | 2: Outside the fax area* | Specifies that header text will print outside of the fax area. |

**Table 4-1. HP FAX-700 and FAX-750 Parameter (Setting) Options (Continued)**

| 2-Digit Parameter Number | Parameter Name Options (choices) * factory set | Description |
|---|---|---|
| 14 | REC. PAPER SIZE<br>1: A4 (metric)<br>2: Letter (U.S.) *<br>3: Legal (U.S.) | Specifies size of paper in paper IN tray.<br>A4 (210 mm x 297 mm).<br>U.S. Letter (8 1/2 in. by 11 in.).<br>U.S. Legal (8 1/2 in. by 14 in.). |
| 15 | PRINT REDUCTION<br>FAX REDUCTION<br>1: Auto *<br>2: Fixed<br>70% ... 100%<br>COPY REDUCTION<br>70% ... 100% | Specifies reduction of incoming documents or copies.<br><br>Incoming documents are reduced to fit the paper used (if possible).<br>Incoming documents are reduced to the percentage set here.<br>Standard is 94%.<br>Copies are reduced to the percentage set here.<br>Standard is 94%. |
| 16 | VOLUME ADJUSTMENTS<br>RING VOLUME<br>1: Off<br>2: Soft *<br>3: Medium<br>4: Loud<br>MONITOR VOLUME<br>1: Off<br>2: Soft *<br>3: Medium<br>4: Loud<br>KEY VOLUME<br>1: Off<br>2: Soft *<br>3: Medium<br>4: Loud | Settings specify the volume (loudness) of the handset ring, monitor sound, and button (key) press beep. |
| 17 | AUTOMATIC REDIAL<br>1: Yes *<br>2: No<br>NUMBER OF TRIES<br>1 ... 15 | Specifies whether to automatically redial numbers.<br>Redial automatically after failure to connect.<br>Do not automatically redial after failure to connect.<br>Set the number of redial tries.<br>Number of redial tries that will take place after failure to connect. (Default is 15 redials) |
| 18 | RESET | Resets user parameters to their default values. |

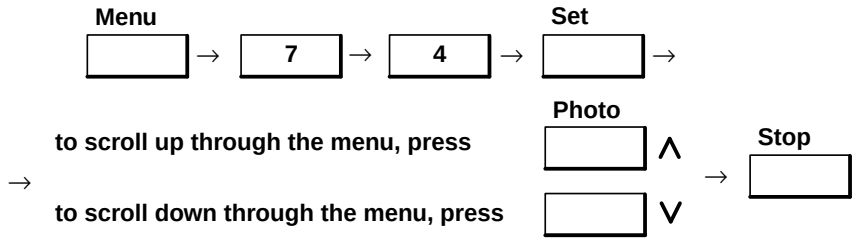
## Listing the Parameters in the HP FAX-900

**To print a listing of your current fax parameter settings**, use the fax parameter report printing procedure illustrated below.



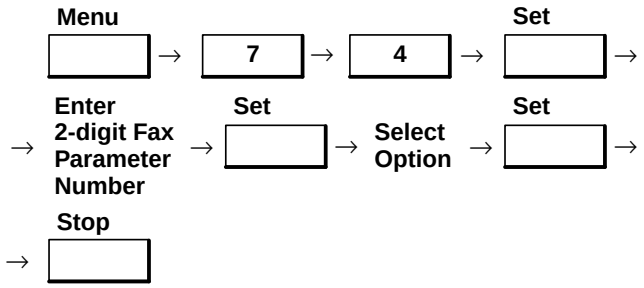
## Viewing the Parameter Menu in the HP FAX-900

**To view the fax parameters menu**, press the buttons in the sequence shown.




## Changing Parameters in the HP FAX-900

**To change or customize your fax parameters**, press the buttons in the sequence shown and enter the necessary information where requested.

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**Note** If no activity is detected after 60 seconds, the display reverts back to the Date/Time display.

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**Use the following table** to select the fax parameter and associated options you want to customize. An asterisk after an option indicates the default setting.

**Table 4-2. HP FAX-900 Parameter Options**

| 2-Digit Parameter Number | Parameter Name Options (choices) * factory set | Description |
|---|---|---|
| 01 | CONTRAST | Specifies contrast of scanned documents. |
| | 1: Normal * | Use if original has contrast of normal quality. |
| | 2: Darken | Use if original is unusually light. |
| | 3: Lighten | Use if original is unusually dark. |
| 02 | RESOLUTION | Specifies resolution of scanned documents. |
| | 1: Standard * | Use for typical text documents. |
| | 2: Fine | Use for detailed documents and illustrations. |
| 03 | PHOTO | Specifies print speed and density. |
| | 1: Fast | To print fast, use less ink. |
| | 2: Quality * | To print at highest quality. |
| 05 | MEMORY | Specifies setting of the home (start) position of memory. |
| | 1: Off * | Setting not enabled. |
| | 2: On | Setting enabled. |
| 06 | DIALING METHOD | Specifies dialing method. |
| | 1: Pulse | To dial using pulse signals. |
| | 2: Tone * | To dial using tone signals. |
| 07 | HEADER PRINT | Specifies location of headers and footers. |
| | 1: Inside * | Header and footer printed inside image area. |
| | 2: Outside | Header and footer printed outside image area. |
| | 3: No Print | Header and footer not printed. |
| 08 | HEADER FORMAT | Specifies header content of outgoing documents. |
| | 1: Logo ID No.* | Your logo and ID appear in header. |
| | 2: From To | Your logo and receiving station name in header. |
| 09 | RCV'D TIME PRINT | Specifies printing of receive time on documents. |
| | 1: Invalid * | No receive information printed. |
| | 2: Valid | Received Time, Sender's ID & page numbers printed. |
| 10 | KEY/BUZZER VOLUME | Specifies beep volume (loudness) of fax machine. |
| | 1: Off | Beep not audible. |
| | 2: Soft * | Low (soft) volume. |
| | 3. Loud | High (loud) volume. |
| 12 | COMM. JOURNAL | Specifies printing of communication journal. |
| | 1: Off | Journal not printed. |
| | 2: Always | Journal is printed after every fax transmission. |
| | 3: Inc. only * | Journal is printed only when communication fails. |
| 13 | AUTO JRNL PRINT | Specifies communication journal printing. |
| | 1: Invalid | Does not print journal every 32 transactions. |
| | 2: Valid * | Automatically printed every 32 transactions. |
| 15 | ATTENDED MODE | Specifies attended reception mode. |
| | 1: Tel * | Normally for voice calls, requires user action to receive a fax call. |
| | 2: Fax/Tel Sw. | Normally for fax calls, requires user action to receive voice calls. (Not available in France or Germany.) |

**Table 4-2. HP FAX-900 Parameter Options (Continued)**

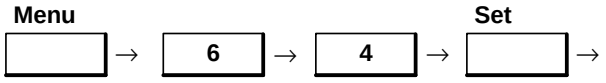
| 2-Digit Parameter Number | Parameter Name Options (choices) * factory set | Description |
|---|---|---|
| 16 | UNATTENDED MODE | Specifies unattended reception mode, connection of answering machine. |
| | 1: Fax * | Normally receive fax only calls, an answering machine not connected. |
| | 2: Tam I/F | Receive voice and fax calls, an answering machine is connected. (Not available in France.) |
| 18 | OP CALL TIMER<br>1. 20 sec *<br>2. 30 sec<br>3. 40 sec<br>4. 50 sec | Specifies time to make the beep after detecting a call when fax parameter 15 is set to option 2. Used to specify time available to pick up the phone for a voice call. |
| 19 | OGM LENGTH<br>__ __ (1 to 60 sec)<br>20 sec * | Specifies length of time allocated for Out Going Message as recorded on answering machine. OGM length should be set to match the length of time of the recorded message on the answering machine. during the message, the fax machine monitors the incoming line for a fax tone. |
| 20 | SILENT DETECTION | Specifies reaction to undetected fax signal (effective when Parameter 16 set to option 2). |
| | 1: Invalid | Set if answering machine uses one tape for both incoming and outgoing messages. |
| | 2: Valid * | Detects fax calls even if fax signal is not sent. |
| 22 | SUBSTITUTE RCV<br>1: Invalid<br>2: Valid * | Specifies saving incoming call if unable to print.<br>Fax calls not answered if out of paper or ink.<br>Fax calls stored in memory if out of paper or ink. |
| 23 | REC. PAPER SIZE<br>1: A4<br>2: Letter *<br>3: Legal | Specifies size of paper in paper supply tray.<br>A4 (210 mm x 297 mm).<br>U.S. Letter (8 1/2 in. by 11 in.).<br>U.S. Legal (8 1/2 in. by 14 in.). |
| 24 | PRINT REDUCTION<br>1: Fixed<br>2: Auto * | Specifies reduction of incoming documents.<br>Reduced to percentage set in Parameter 25.<br>Reduced to fit in print area set in Parameter 23. |
| 25 | REDUCTION RATIO<br>70% - 100%<br>94% * | Specifies percentage of original size to which received document or<br>copies are printed if Parameter 24 is set to option 1. |
| 26 | POLLING PASSWORD__ __ __ | Specifies the 4-digit password shared with polled station to appear in display. |
| 32 | COPY REDUCTION<br>1. Invalid *<br>2. Valid | Specifies copy reduction mode to be ON or OFF.<br>Copy reduction mode disabled.<br>Copy reduction mode enabled. |
| 35 | DAYLIGHT TIME | Specifies ability to automatically set machine time according to Daylight Saving Time system. |
| | 1. Invalid<br>2. Valid * | Function is disabled.<br>Function is enabled. |

**Table 4-2. HP FAX-900 Parameter Options (Continued)**

| 2-Digit Parameter Number | Parameter Name Options (choices) * factory set | Description |
|---|---|---|
| 36 | RING PATTERN<br>1. Normal *<br>2. A<br>3. B<br>4. C<br>5. D | Specifies use of distinctive ring patterns for identifying types of incoming calls. Usually associated with dedicated phone numbers. Must be used in conjunction with services offered by local phone companies. |
| 47 | REMOTE RCV<br>1. Invalid *<br>2. Valid | Specifies use of extension phone in reception mode.<br>Function is disabled.<br>Function is enabled. |
| 52 | DIAG. PASSWORD__ | Specifies password requirement to access remote diagnostic routines.<br>Contact your HP authorized fax dealer for details. |

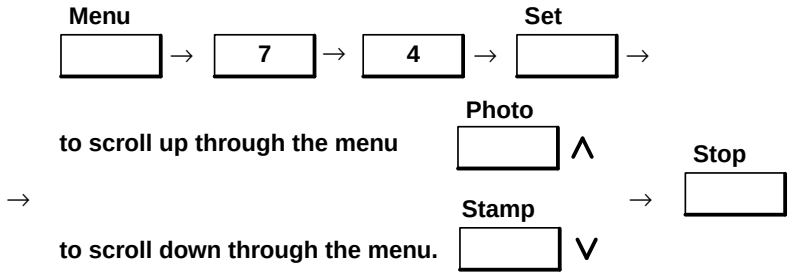
## Listing the Parameters in the HP FAX-950

To print a listing of your current fax parameter settings, use the fax parameter report printing procedure illustrated below.




## Viewing the Parameter Menu in the FAX–950

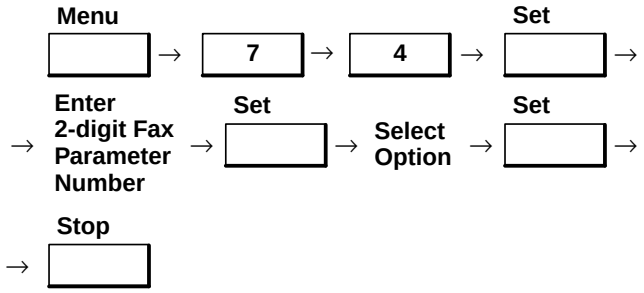
To view the fax parameters menu, press the buttons in the sequence shown. Press the Stop button to return to the Date/Time display after scrolling is completed.




The contrast, resolution, and photo print quality parameters can be temporarily changed for a single transaction by pressing their fax control panel buttons. After the transaction, the temporarily changed parameters return to their previous settings.

## Changing Parameters in the HP FAX-950

**To change or customize your fax parameters**, press the buttons in the sequence shown and enter the necessary information where requested.




**Note** If no activity is detected after 60 seconds, the display reverts back to the Date/Time display.

Use the following table to select the fax parameter and associated options you want to customize. An asterisk after an option indicates the default setting.

**Table 4-3. HP FAX-950 Parameter Options**

| 2-Digit Parameter Number | Parameter Name Options (choices) * factory set | Description |
|---|---|---|
| 01 | CONTRAST<br>1: Normal *<br>2: Darken<br>3: Lighten | Specifies contrast of scanned documents.<br>Use if original has contrast of normal quality.<br>Use if original is unusually light.<br>Use if original is unusually dark. |
| 02 | RESOLUTION<br>1: Standard *<br>2: Fine<br>3: 300 DPI | Specifies resolution of scanned documents.<br>Use for typical text documents.<br>Use for detailed documents and illustrations (Fine or 300 DPI). |
| 03 | PHOTO<br>1: Fast<br>2: Quality * | Specifies print speed and density.<br>To print fast, use less ink.<br>To print at highest quality. |
| 04 | STAMP<br>1. Off *<br>2. On | Specifies whether or not the verification stamp will be activated.<br>Stamp not activated.<br>Stamp activated. |
| 05 | MEMORY<br>1: Off *<br>2: On | Specifies setting of the home (start) position of memory.<br>Setting not enabled.<br>Setting enabled. |
| 06 | DIALING METHOD<br>1: Pulse<br>2: Tone * | Specifies dialing method.<br>To dial using pulse signals.<br>To dial using tone signals. |

**Table 4-3. HP FAX-950 Parameter Options (Continued)**

| 2-Digit Parameter Number | Parameter Name Options (choices) * factory set | Description |
|---|---|---|
| 07 | HEADER PRINT | Specifies location of headers and footers. |
| | 1: Inside * | Header and footer printed inside image area. |
| | 2: Outside | Header and footer printed outside image area. |
| | 3: No Print | Header and footer not printed. |
| 08 | HEADER FORMAT | Specifies header content of outgoing documents. |
| | 1: Logo ID No. * | Your logo and ID appear in header. |
| | 2: From To | Your logo and receiving station name in header. |
| 09 | RCV'D TIME PRINT | Specifies printing of receive time on documents. |
| | 1: Invalid * | No receive information printed. |
| | 2: Valid | Received Time, Sender's ID & page numbers printed. |
| 10 | KEY/BUZZER VOLUME | Specifies beep volume (loudness) of fax machine. |
| | 1: Off | Beep not audible. |
| | 2: Soft * | Low (soft) volume. |
| | 3. Loud | High (loud) volume. |
| 12 | COMM. JOURNAL | Specifies printing of communication journal. |
| | 1: Off | Journal not printed. |
| | 2: Always | Journal is printed after every fax transmission. |
| | 3: Inc. only * | Journal is printed only when communication fails. |
| 13 | AUTO JRNL PRINT | Specifies communication journal printing. |
| | 1: Invalid | Does not print journal every 32 transactions. |
| | 2: Valid * | Automatically printed every 32 transactions. |
| 15 | ATTENDED MODE | Specifies attended reception mode. |
| | 1: Tel * | Normally for voice calls, requires user action to receive a fax call. |
| | 2: Fax/Tel Sw. | Normally for fax calls, requires user action to receive voice calls. |
| 16 | UNATTENDED MODE | Specifies unattended reception mode, connection of answering machine. |
| | 1: Fax * | Normally receive fax only calls, an answering machine not connected. |
| | 2: Tam I/F | Receive voice and fax calls, an answering machine is connected. |
| 18 | OP CALL TIMER | Specifies time to make the beep after detecting a call when fax parameter 15 is set to option 2. Used to specify time available to pick up a phone for a voice call. |
| | 1. 20 sec * | |
| | 2. 30 sec | |
| | 3. 40 sec | |
| | 4. 50 sec | |
| 19 | OGM LENGTH | Specifies length of time allocated for Out Going Message recorded on answering machine. OGM length should be set to match the length of time of the recorded message on the answering machine. During the message, the fax machine monitors the incoming line for a fax tone. |
| | __ __ (1 to 60 sec) | |
| | 20 sec* | |
| 20 | SILENT DETECTION | Specifies reaction to undetected fax signal (effective when Parameter 16 set to option 2). |
| | 1: Invalid | Set if answering machine uses one tape for both incoming and outgoing messages. |
| | 2: Valid * | Detects fax calls even if fax signal is not sent. |

**Table 4-3. HP FAX-950 Parameter Options (Continued)**

| 2-Digit Parameter Number | Parameter Name Options (choices) * factory set | Description |
|---|---|---|
| 22 | SUBSTITUTE RCV<br>1: Invalid<br>2: Valid * | Specifies saving incoming call if unable to print.<br>Fax calls not answered if out of paper or ink.<br>Fax calls stored in memory if out of paper or ink. |
| 23 | REC. PAPER SIZE<br>1: A4<br>2: Letter *<br>3: Legal | Specifies size of paper in paper supply tray.<br>A4 (210 mm x 297 mm).<br>U.S. Letter (8 1/2 in. by 11 in.).<br>U.S. Legal (8 1/2 in. by 14 in.). |
| 24 | PRINT REDUCTION<br>1: Fixed<br>2: Auto * | Specifies reduction of incoming documents.<br>Reduced to percentage set in Parameter 25.<br>Reduced to fit in print area set in Parameter 23. |
| 25 | REDUCTION RATIO<br>70% - 100%<br>94% * | Specifies percentage of original size to which received document or<br>copies are printed if Parameter 24 is set to option 1. |
| 26 | POLLING PASSWORD<br>— — — — | Specifies the 4-digit password shared with polled station to appear in display. |
| 27 | POLLED FILE SAVE<br>1. Invalid *<br>2. Valid | Specifies the state of the polled file save parameter.<br>Polled file not saved.<br>Polled file saved. |
| 28 | STAMP AT MEM. XMT<br>1. Invalid *<br>2. Valid | Specifies the setting of memory transmit stamp.<br>Memory transmission not stamped.<br>Memory transmission stamped. |
| 32 | COPY REDUCTION<br>1. Invalid *<br>2. Valid | Specifies copy reduction mode to be ON or OFF.<br>Copy reduction mode disabled.<br>Copy reduction mode enabled. |
| 35 | DAYLIGHT TIME<br>1. Invalid<br>2. Valid * | Specifies ability to automatically set machine time according to Daylight Saving Time system.<br>Function is disabled.<br>Function is enabled. |
| 36 | RING PATTERN<br>1. Normal *<br>2. A<br>3. B<br>4. C<br>5. D | Specifies use of distinctive ring patterns for identifying types of incoming calls. Usually associated with dedicated phone numbers. Must be used in conjunction with services offered by local phone companies. |
| 37 | RCV TO MEMORY<br>— — — — | |
| 38 | FAX ACCESS CODE<br>— — — — | No fax access code normally required, but the user can enter one. If entered, the code will be required before each fax operation. |
| 41 | RELAYED XMT REQUEST<br>1. Invalid*<br>2. Valid | Specifies whether or not you are requesting that you transmission be relayed.<br>Not requesting the relay.<br>Requesting the relay. |

**Table 4-3. HP FAX-950 Parameter Options (Continued)**

| 2-Digit Parameter Number | Parameter Name Options (choices) * factory set | Description |
|---|---|---|
| 42 | CONFIDENTIAL FAX PARAMETER<br>1. Invalid *<br>2. Valid | Specifies the state whether or not a fax will be treated as confidential or not.<br>Fax will not be treated as confidential.<br>Fax will be treated as confidential. |
| 43 | CONF. FILE SAVE<br>1. Invalid *<br>2. Valid | Specifies state of confidential file save mode.<br>Mode disabled.<br>Mode enabled. |
| 44 | PASSWORD – XMT<br>— — — — | Normally, no password has been entered for transmission, but the user can enter one. |
| 45 | PASSWORD – RCV<br>— — — — | Normally, no password has been entered for reception, but the user can enter one. |
| 47 | REMOTE RCV<br>1. Invalid*<br>2. Valid | Specifies use of extension phone in reception mode.<br>Function is disabled.<br>Function is enabled. |
| 52 | DIAG. PASSWORD<br>— — — — — — | Specifies password requirement to access remote diagnostic routines.<br>Contact your HP authorized fax dealer for details. |
| 53 | OPTION MEMORY<br>512KB+None | If optional additional memory is installed, the word, None, is replaced with the size of the additional memory. |

## FAXing Tips

You've been using your fax for some time now. It helps expedite your business. Decisions can be made faster, and information is more accurate because you have it in writing. But your fax can be made to be even more efficient. Take a few minutes to make it work even more for you. Research shows that most people don't take advantage of all the features on a fax machine.

Here are a few ways that you can use your fax to save more time and money:

- Auto Speed Dial – Are there some phone numbers that you dial frequently? Most fax machines have the capability to store these numbers. You program the numbers in once. After that, just press one or two buttons, and the number is automatically dialed for you. Put your fax in the automatic document feeder, press the number, and off the fax goes. The fax will provide a report of what numbers you have stored. You can place it either on your fax machine or nearby for easy reference.
- Cover Sheets – Most of us have a cover sheet that the entire department uses to include a brief explanation of your fax. Do you really need this? You are paying phone time with each page you transmit on a fax in addition to using paper. Could you get by with a press-on label for some of your faxes instead of a cover sheet?
- Broadcasting – Do you ever send the same fax to more than one person and stand there faxing the same thing to each number one at a time? Most fax machines have a broadcasting capability which allows you to send one fax to a number of people. Your fax is loaded into memory. You dial in the numbers or use your speed dial keys to send your fax just one time.
- Delayed Dialing – Are most of your faxes sent long distance or even overseas? Phone costs drop considerably after business hours. through a series of steps, you tell your fax

machine when you want the fax sent. Your fax can either be put into memory or placed on the document feeder and sent later in the evening when rates are much lower.

- Memory Faxing – Do you need your paperwork right away and don't want to wait for the fax to go through? Put your fax into the machine's memory and then send it. You walk away with the original. this also makes transmission time faster, reducing your phone bill.
- Plain Paper – Your HP fax machine uses plain paper. Experiment with the paper you will use in order to optimize quality and cost.
- Transmission Time – The faster the transmission time is, the lower your phone bill will be. The difference between a fax that transmits in 12 seconds versus 15 seconds is 25%. To minimize your phone costs, use faster transmission speeds.

Your HP fax machine's ample memory (256 KB minimum), error correction, and redial capability make sending faxes convenient and efficient.

# 5

# Problem Resolution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# 5

# Problem Resolution

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# 5

# Problem Resolution

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## Introduction

This chapter contains information which can be used to resolve problems encountered while using the printer. Problems that require removing the printer's top cover in order to troubleshoot or repair the printer, must be referred to qualified service personnel. Follow the instructions in this chapter to make certain the problem is in the printer and not the result of an interface connection problem or a malfunction in the computer or software.

## The Problem Solving Process

1. Review the Troubleshooting chapter in the User's Guide.

   Most problems are fairly simple to resolve. The fastest and easiest way to solve them is to identify the problem and take the corrective steps outlined in this chapter.

2. Gather some basic information before you call.

   To facilitate prompt service, be sure to have the following information readily available before you contact the HP Customer Support Center (CSC)

   - Product name and serial number
   - Description of failure

   **Call HP CSC: (208) 323-2551**

   Available Monday, Tuesday, Thursday, and Friday from 7:00 am to 6:00 pm (MST); Wednesday from 7:00 am to 4:00 pm (MST).

   An HP CSC representative will guide you through the following process to quickly determine and solve any problems you may have:

   - Setup and Operation Problems

   First, the HP CSC representative will help solve any problems or answer any questions relating to setup or operation.

   - Remote Diagnostics

   If setup or operation is not the problem, the HP CSC representative will attempt to identify the problem using the remote diagnostics feature of your HP facsimile. This powerful capability allows most problems to be detected and corrected over the telephone line.

   - Arranging Repair

   If your problem can not be resolved over the phone, the HP CSC representative will arrange to replace or repair your HP facsimile using the HP Express Exchange or Standard Return program.

## Solving Problems in the HP FAX-700 and FAX-750

Use the troubleshooting trees, problem solving procedures, information code tables, and function parameter tables on the following pages to solve problems in the HP FAX-700 and FAX-750.

## Overall Troubleshooting Tree

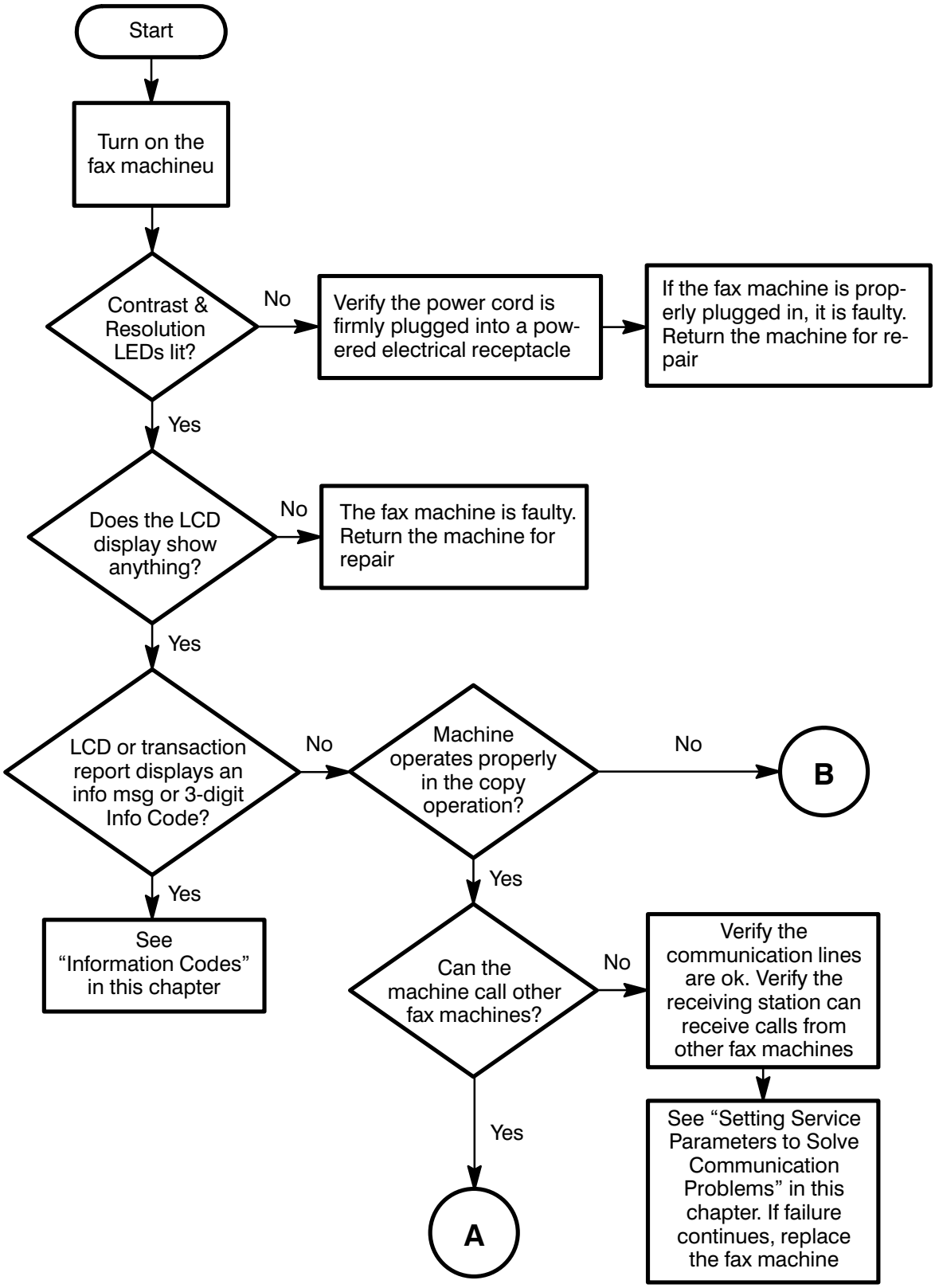

Start
Turn on the fax machineu
Contrast & Resolution LEDs lit?
No
Verify the power cord is firmly plugged into a powered electrical receptacle
If the fax machine is properly plugged in, it is faulty. Return the machine for repair
Yes
Does the LCD display show anything?
No
The fax machine is faulty. Return the machine for repair
Yes
LCD or transaction report displays an info msg or 3-digit Info Code?
No
Machine operates properly in the copy operation?
No
B
Yes
Yes
See "Information Codes" in this chapter
Can the machine call other fax machines?
No
Verify the communication lines are ok. Verify the receiving station can receive calls from other fax machines
Yes
See "Setting Service Parameters to Solve Communication Problems" in this chapter. If failure continues, replace the fax machine
A

**Figure 5-1. Overall Troubleshooting Tree**

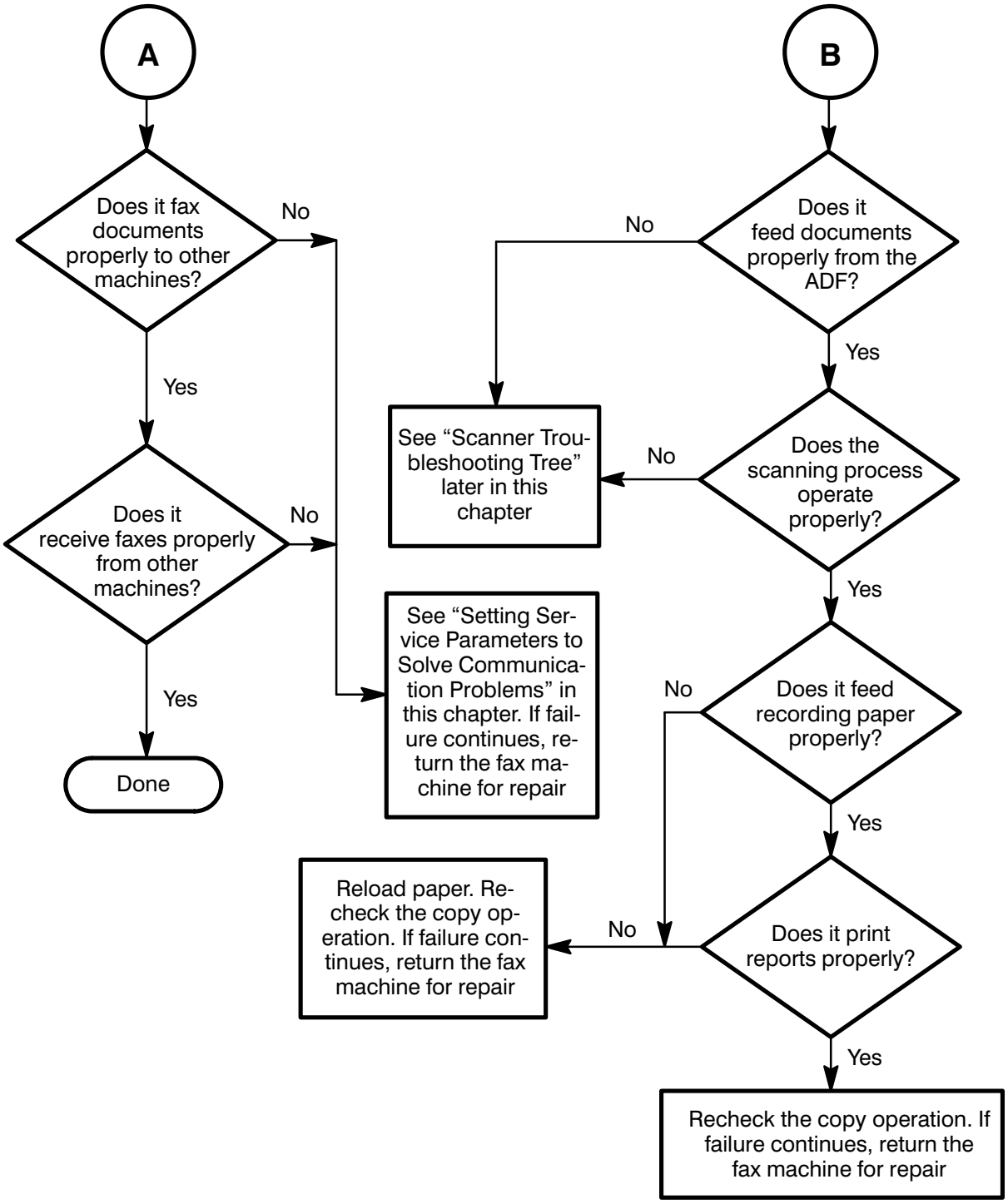

A
Does it fax documents properly to other machines?
No
Yes
Does it receive faxes properly from other machines?
No
Yes
Done
See "Setting Service Parameters to Solve Communication Problems" in this chapter. If failure continues, return the fax machine for repair
B
Does it feed documents properly from the ADF?
No
Yes
See "Scanner Troubleshooting Tree" later in this chapter
Does the scanning process operate properly?
No
Yes
Does it feed recording paper properly?
No
Yes
Reload paper. Recheck the copy operation. If failure continues, return the fax machine for repair
Does it print reports properly?
No
Yes
Recheck the copy operation. If failure continues, return the fax machine for repair

**Figure 5-1. Overall Troubleshooting Tree (Continued)**

## Scanner Troubleshooting Tree

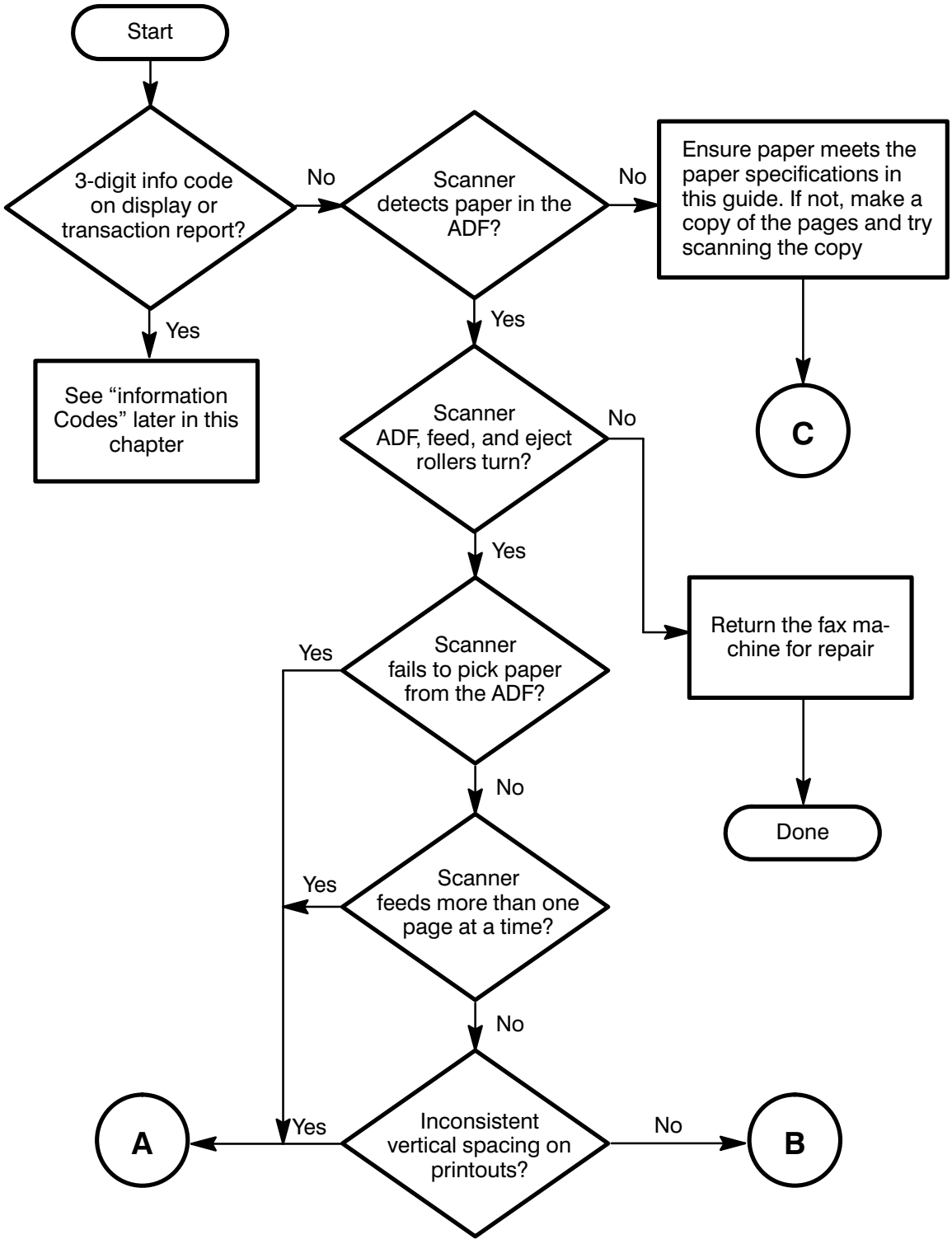
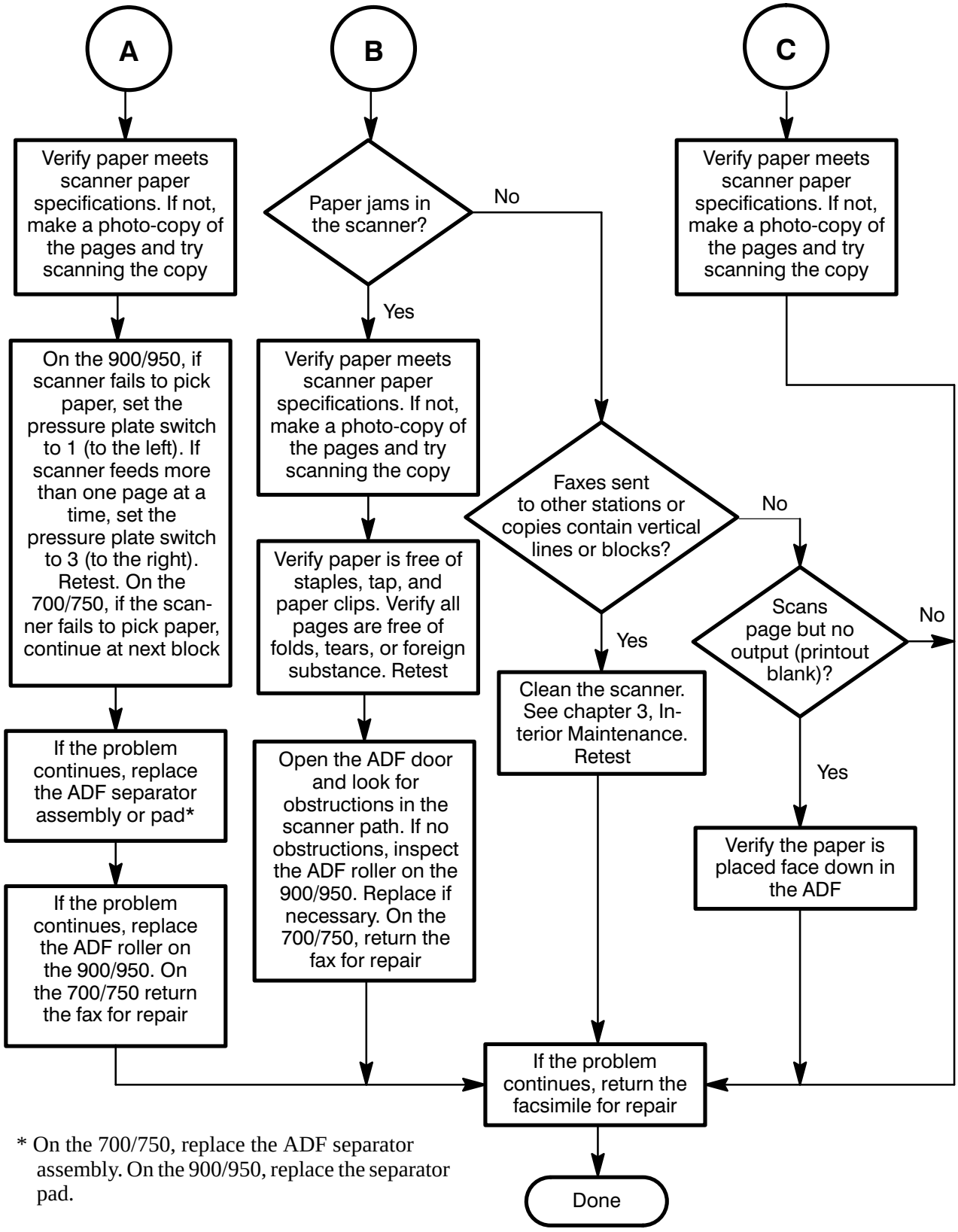



**Figure 5-2. Scanner Assembly Troubleshooting Tree**


A
B
C
Verify paper meets scanner paper specifications. If not, make a photo-copy of the pages and try scanning the copy
On the 900/950, if scanner fails to pick paper, set the pressure plate switch to 1 (to the left). If scanner feeds more than one page at a time, set the pressure plate switch to 3 (to the right). Retest. On the 700/750, if the scanner fails to pick paper, continue at next block
If the problem continues, replace the ADF separator assembly or pad*
If the problem continues, replace the ADF roller on the 900/950. On the 700/750 return the fax for repair
Paper jams in the scanner?
No
Yes
Verify paper meets scanner paper specifications. If not, make a photo-copy of the pages and try scanning the copy
Verify paper is free of staples, tap, and paper clips. Verify all pages are free of folds, tears, or foreign substance. Retest
Open the ADF door and look for obstructions in the scanner path. If no obstructions, inspect the ADF roller on the 900/950. Replace if necessary. On the 700/750, return the fax for repair
Faxes sent to other stations or copies contain vertical lines or blocks?
No
Yes
Clean the scanner. See chapter 3, Interior Maintenance. Retest
Scans page but no output (printout blank)?
No
Yes
Verify the paper is placed face down in the ADF
Verify paper meets scanner paper specifications. If not, make a photo-copy of the pages and try scanning the copy
If the problem continues, return the facsimile for repair
Done

* On the 700/750, replace the ADF separator assembly. On the 900/950, replace the separator pad.

**Figure 5-2. Scanner Assembly Troubleshooting Tree (Continued)**

## Information Codes for the HP FAX-700 and FAX-750

The HP FAX-700 and FAX-750 display messages in the message window and information codes (info codes) in the 32-transaction report to warn of errors or problems with the machine or its operation. The information messages that appear in the message window are described in the HP FAX 700/750 User's Guide.

Table 5-1 lists the information codes for the HP FAX-700 and FAX-750 and suggests actions for info codes appearing on the 32-transaction report.

**Transmission Problems** – In most cases, the action recommended when information codes appear during transmission (Tx Mode) is to "Resend fax." If the customer has already attempted to resend the fax and failed, have the customer send a fax to a known-good fax machine at the service center. If this operation fails, have the customer hook his fax machine to another line and try to send the fax again. This action eliminates the customer's line as the source of the problem, and the customer's machine is probably defective.

**Reception Problems** – In most cases, the action recommended when information codes appear during reception (Rx Mode) is to "Retry operation." If the customer has already contacted the sending party and had them resend the fax, have the customer perform the following steps to isolate the problem to his fax machine:

1. Have the sending party attempt to send the fax to another party. If this fails then the sending party's fax machine or line is probably at fault.
2. Have the customer move his fax machine to another line and attempt reception again. If this fails, the line is probably not at fault.
3. Have another party attempt to send to the customer's machine. If this also fails, the customer's machine is probably defective.

Procedures for listing and changing function parameters and a table of the service parameters follows the information codes. If the customer cannot fix the problem, and the HP Customer Support Center cannot fix the problem using remote diagnostics, have the customer return the unit for repair.

Acronyms used in Table 5-1 are described in the glossary:

**Table 5-1. Information Codes on the HP FAX-700 and FAX-750**

| Info Code | Mode | Description of the Problem | Action |
|---|---|---|---|
| 030 | | Document misfeed | Remove document. Adjust paper guide assembly. Ensure that ADF is firmly against the body of the fax machine. Retry |
| 031 | | Document jam | Clear the crumpled document from the ADF |
| 311 | | Service station error (no capping) | Power cycle the machine and retry |
| 421 | Tx | Could not dial due to absence of dial tone | Check for dial tone. Dialing the correct number, check that fax is at the other end of the line. Resend fax |
| 422 | Tx | Stopped dialing due to detection of busy tone | Check called number |
| 423 | Tx Phase A | Time out while waiting for remote party response after dialing | Called party is not picking up the call. Investigate |
| 424 | Tx Phase A | Stop button depressed while sending party is in phase A | Resend fax |
| 425 | Tx Phase A | External phone is on-hook at the start of dialing | Resend fax |

**Table 5-1. Information Codes on the HP FAX-700 and FAX-750 (Continued)**

| Info Code | Mode | Description of the Problem | Action |
|---|---|---|---|
| 431 | Rx Phase A | Time out during ringing/DTMF signal detection | Retry reception |
| 432 | Rx Phase A | External phone is taken off-hook during ringing discrimination | Retry operation |
| 433 | Rx Phase A | Stop button was pressed during CNG detection while in the FAX/TEL, FAX/TAM auto switching mode | Retry operation |
| 434 | Rx Phase A | Stop button was pressed during operator call while in the FAX/TEL auto switching mode | Retry operation |
| 435 | Rx Phase A | Not an error | No action required |
| 438 | Rx Phase A | Time out during CNG signal detection while in the manual receiving mode | Retry operation |
| 439 | Rx Phase A | Time out during DTMF signal discrimination | Retry operation |
| 441 | Tx Non-ECM | Could not receive effective command such as NSF, CSI, DIS, etc. within “T1” time after detection of the CED signal | Resend fax |
| 442 | Tx Non-ECM | Received command other than DIS/DTC from remote party at the beginning of command reception, phase B | Resend fax |
| 443 | Tx Non-ECM | Polling function is not set with remote party or is not available with remote party fax | Ensure that the remote party is available and set up for polling. Retry polling |
| 444 | | Not Used | |
| 445 | Tx Non-ECM | No response from remote party after sending DCS, TCF signals | Resend fax |
| 446 | Tx Non-ECM | Received DIS/DTC signals 3 times from the remote party after sending the DCS, TCF signals to it | Resend fax |
| 447 | Tx Non-ECM | Line condition is bad. Failed to train even at 2400 bps | Resend fax |
| 448 | Tx Non-ECM | Received a signal other than DIS/DTC/ FTT/CFR from the remote party after sending DCS, TCF signals to it | Resend fax |
| 449 | Tx Non-ECM | No response from remote party even after sending MPS/EOM/EOP signals 3 times to it | Resend fax |
| 450 | Tx Non-ECM | Did not receive appropriate response such as PIN/PIP/MCF/RTP/RTN from the remote party after sending MPS signal to it | Resend fax |
| 451 | Tx Non-ECM | Received RTN signal from the remote party after sending MPS signal to it | Line condition may be bad. Resend fax |
| 452 | | Not used | |

**Table 5-1. Information Codes on the HP FAX-700 and FAX-750 (Continued)**

| Info Code | Mode | Description of the Problem | Action |
|---|---|---|---|
| 453 | | Not used | |
| 454 | Tx Non-ECM | After sending a post message command and reception of PIP/PIN signals, received a command from the remote party within "T3" time, but it was not the DIS command | Line condition may be bad. Resend fax |
| 455 | | Not used | |
| 456 | | Not used | |
| 457 | | Not used | |
| 458 | Tx Non-ECM | Did not receive appropriate response (OIN/PIP/MCF/RTP/RTN) from the remote party after sending the EOM signal to it | Line condition may be bad. Resend fax |
| 459 | | Not used | |
| 460 | | Not used | |
| 461 | | Not used | |
| 462 | | Not used | |
| 463 | | Not used | |
| 464 | | Not used | |
| 465 | Tx Non-ECM | Did not receive appropriate response (OIN/PIP/MCF/RTP/RTN) from the remote party after sending the EOP signal to it | Line condition may be bad. Resend fax |
| 466 | Tx Non-ECM | Received RTN signal from the remote party after sending EOP signal to it | Line condition may be bad. Resend fax |
| 467 | Tx Non-ECM | Received PIP signal from remote party after sending post message command of EOP/PPSEOP/EOREOP signals to it. Then "T3" time passed. (Voice request function is not available with HP 700/750 though.) However, received image is good | Not an error. No action required |
| 468 | Tx Non-ECM | Received PIP signal from the remote party after sending post message command of EOP/PPSEOP/EOREOP signals to it. Then "T3" time passed. (Voice request function is not available with HP 700/750 though.) However, received image is good | Not an error. No action required |
| 469 | Tx Non-ECM | Received PIP/PIN signal from the remote party after sending post message command of EOP/PPSEOP/EOREOP signal to it. Within "T3" time, received DIS from the remote party | Not an error. No action required |
| 470 | | Not used | |
| 471 | | Not used | |
| 472 | Tx Non-ECM | Received DCN command while in the subroutine to wait for DTC/DIS command | Resend fax. |

**Table 5-1. Information Codes on the HP FAX-700 and FAX-750 (Continued)**

| Info Code | Mode | Description of the Problem | Action |
|---|---|---|---|
| 473 | Tx Non-ECM | FCS error occurred and carrier continued for “T6” time in the subroutine to wait for DTC/DIS commands | Resend fax |
| 474 | Tx Non-ECM | DIS/DTC FIF bit 10 is not set to 1 | Resend fax |
| 475 | Tx Non-ECM | Received DCN command in the subroutine to receive remote party response following DCS/TCF transmission | Resend fax |
| 476 | Tx Non-ECM | Frame error occurred (”T6” time passed) in the subroutine to receive response from the remote party following DCS/TCF transmission | Resend fax |
| 477 | Tx Non-ECM | FCS error occurred in the subroutine to receive response after sending DCS/TCF | Resend fax |
| 478 | Tx Non-ECM | “T6” time passed after reception of RCP in the subroutine to receive response following DCS/TCF transmission | Resend fax |
| 479 | Tx Non-ECM | Received DCN command in the subroutine to receive response following MPS/EOP/EOM transmission | Resend fax |
| 480 | Tx Non-ECM | Frame error occurred in the subroutine to receive response following MPS/EOP/EOM transmission | Resend fax |
| 481 | Tx Non-ECM | FCS error occurred in the subroutine to receive response following MPS/EOP/EOM transmission | Resend fax |
| 482 | Tx Non-ECM | “T6” time passed after reception of RCP in the subroutine to receive response following MPS/EOP/EOM transmission | Resend fax |
| 483 | Tx Non-ECM | Received RTN from the remote party after sending EOM | Resend fax |
| 501 | Rx Non-ECM | In the manual reception mode, did not receive response from remote fax within “T1” time after sending (NSF)(CSI)DIS/(NSC)(CIG)DTC to it | Check for fax completeness. Check with the remote party. Retry fax reception |
| 502 | Rx Non-ECM | Could not receive the command from the remote party within “T2” time. Further, the last command received was other than EOM(PRI-EOM) command. Or, could not receive the message from the remote party within “T2” time. Further, the last command received was other than EOM(PRI-EOM) command | Check for fax completeness. Check with the remote party. Retry fax reception |
| 503 | Rx Non-ECM | Received DIS command from the remote party. Or, received NSS command but it was not compatible | Check for fax completeness. Check with the remote party. Retry fax reception |

**Table 5-1. Information Codes on the HP FAX-700 and FAX-750 (Continued)**

| Info Code | Mode | Description of the Problem | Action |
|---|---|---|---|
| 504 | Rx Non-ECM | Received DTC signal from the remote party who was dialing, but polled flag was not set | Remote party may have attempted to poll, but a problem exists. Contact the remote party for clarification |
| 505 | Rx Non-ECM | It took more than 5 sec for 1 scan line during message reception | Check for fax completeness. Check with the remote party. Retry fax reception |
| 506 | Rx Non-ECM | Carrier frequency was not available for the stipulated time during message reception | Check for fax completeness. Check with the remote party. Retry fax reception |
| 507 | Rx Non-ECM | Overwrite occurred due to the receive buffer and document memory being full | Check for completeness of the fax. Contact the sending party about the nature of the message they sent. Have them resend in smaller pieces, if appropriate |
| 508 | Rx Non-ECM | Appropriate post message wasn't transmitted from the remote party after message reception | Check for fax completeness. Contact the sending station. Retry fax reception |
| 509 | Rx Non-ECM | Could not get the remote party response within "T1" time following (NSF)(CSI)DIS/(NSC)(CIG)DTC transmission | Check for fax completeness. Contact the sending station. Retry fax reception |
| 510 | Rx Non-ECM | Received DCN command while in the subroutine to receive a response following DIC/DTC transmission | Check for fax completeness. Contact the sending station. Retry fax reception |
| 511 | Rx Non-ECM | Frame error occurred ("T6") time passed) while in the subroutine to receive a remote party response following DIS/DTC response | Check for fax completeness. Contact the sending station. Retry fax reception |
| 512 | Rx Non-ECM | FCS error occurred while in the subroutine to receive a remote party response following DIS/DTC transmission | Check for fax completeness. Contact the sending station. Retry fax reception |
| 513 | Rx Non-ECM | Carrier did not go away for "T6" time after reception of RCP while in the subroutine to receive a response following DIS/DTC transmission | Check for fax completeness. Contact the sending station. Retry fax reception |
| 514 | Rx Non-ECM | Received DCN command while in the command subroutine | Check for fax completeness. Contact the sending station. Retry fax reception |
| 515 | Rx Non-ECM | FCS error occurred while in the command subroutine | Check for fax completeness. Contact the sending station. Retry fax reception |
| 516 | Rx Non-ECM | Image quality of the received message data wasn't good | Check for fax completeness. Contact the sending station. Retry fax reception |

**Table 5-1. Information Codes on the HP FAX-700 and FAX-750 (Continued)**

| Info Code | Mode | Description of the Problem | Action |
|---|---|---|---|
| 531 | Tx ECM | When receiving a response to the PPS command from the remote party, and, after the reception of the RNR response, the remote party did not respond to the 3 RR commands | Retry fax send |
| 532 | Tx ECM | When receiving a response to the PPS command from the remote party, and, after the reception of the 1st RNR response, could not get MCF/PIP/PIN response from the remote party within the “T5” time period | Retry fax send |
| 533 | Tx ECM | During the response reception to the PPR/RNR/MCF command , received a response other than PPR/RNR/MCF from the remote party | Line condition may be bad. Resend fax |
| 534 | Tx ECM | During the response reception for PPS.MPS(PPS.PRI-MPS), PPS.EOP(PPS.PRI-EOP), PPS.EOM(PPS.PRI-EOM), received a response other than PPR/RNR/MCF/PIP from the remote party | Retry fax send |
| 535 | Tx ECM | During the response reception for the PPS command, the remote party did not respond to the 3 CTC command | Retry fax send |
| 536 | Tx ECM | During the response reception for the PPS command, received a response other than CTR from the remote party to the CTC command | Retry fax send |
| 537 | | Not used | |
| 538 | Tx ECM | During the response reception for the EOR command, and after the reception of the RNR response, the remote party did not respond to the 3 RR command | Retry fax send |
| 539 | Tx ECM | During the response reception for the EOR command, and, after the reception of the RNR response, could not receive the MCF/PIP/PIN Response from the remote party within the “T5” time period | Retry fax send |
| 540 | Tx ECM | During the response reception for the EOR.NUL command, received a response other than RNR/ERR from the remote party | Retry fax send |
| 541 | Tx ECM | During the response reception for EOR.MPS(EOR.PRI-MPS), EOR.EOP(EOR.PRI-EOP), EOR.EOM(EOR.PRI-EOM), received a response other than RNR/ERR/PIN from the remote party | Retry fax send |

**Table 5-1. Information Codes on the HP FAX-700 and FAX-750 (Continued)**

| Info Code | Mode | Description of the Problem | Action |
|---|---|---|---|
| 542 | Tx ECM | After sending partial page signal other than PPS.EOP, failed 4 re-tries, then transmitted the EOR command indicating completion or correction. Received ERR response from the remote party, but discontinued message transmission | Retry fax send |
| 543 | Tx ECM | After sending partial page signal other then PPS.EOP, failed 4 re-tries, then transmitted the EOR command indicating completion or correction and received ERR response from the remote party | Retry fax send |
| 544 | Tx ECM | No response from the remote party to the PPS-O signal | Retry fax send |
| 545 | | Not used | |
| 546 | | Not used | |
| 547 | | Not used | |
| 548 | Tx ECM | Received DCN command while in the subroutine to receive a response following PPS NULL/MPS/EOP/EOM transmission | Retry fax send |
| 549 | Tx ECM | Frame error occurred (”T6” timeout) while in the subroutine to receive a response following PPS NULL/MPS/EOP/EOM transmission | Retry fax send |
| 550 | Tx ECM | FCS error occurred while in the subroutine to receive a response following PPS NULL/MPS/EOP/EOM transmission | Retry fax send |
| 551 | Tx ECM | Carrier did not go away for “T6” time after reception of RCP while in the subroutine to receive a response following PPS NULL/MPS/EOP/EOM transmission | Retry fax send |
| 552 | Tx ECM | Received DCN command while in the subroutine to receive a CTC response | Retry fax send |
| 553 | Tx ECM | Frame error due to “T6” timeout while in the subroutine to receive a CTC response | Retry fax send |
| 554 | Tx ECM | FCS error while in the subroutine to receive a CTC response | Retry fax send |
| 555 | Tx ECM | Carrier did not go away for “T6” time after reception of RCP while in the subroutine to receive a CTC response | Retry fax send |
| 556 | Tx ECM | Received DCN command while in the subroutine to receive an RR response | Retry fax send |
| 557 | Tx ECM | Frame error due to “T6” timeout while in the subroutine to receive an RR response | Retry fax send |

**Table 5-1. Information Codes on the HP FAX-700 and FAX-750 (Continued)**

| Info Code | Mode | Description of the Problem | Action |
|---|---|---|---|
| 558 | Tx ECM | FCS error while in the subroutine to receive an RR response | Retry fax send |
| 559 | Tx ECM | Carrier did not go away for “T6” time after reception of RCP while in the subroutine to receive an RR response | Retry fax send |
| 560 | Tx ECM | No response from remote party to the EOR.O signal | Retry fax send |
| 561 | | Not used | |
| 562 | | Not used | |
| 563 | | Not used | |
| 564 | Tx ECM | Received DCN command while in the subroutine to receive a response following EOR NULL/MPS/EOP/EOM transmission | Retry fax send |
| 565 | Tx ECM | Frame error due to “T6” timeout while in the subroutine to receive a response following EOR NULL/MPS/EOP/EOM transmission | Retry fax send |
| 566 | Tx ECM | FSC error while in the subroutine to receive a response following EOR NULL/MPS/EOP/EOM transmission | Retry fax send |
| 567 | Tx ECM | Carrier did not go away for “T6” time after reception of RCP while in the subroutine to receive a response following EOR NULL/MPS/EOP/EOM transmission | Retry fax send |
| 571 | Rx ECM | Received command was other than PRI-Q, CTC, PPS.PRI-Q, PPS.Q, or EOR.Q | Check for fax completeness. Contact the sending station. Retry fax reception |
| 572 | Rx ECM | Called operator due to the PRI-Q command from remote party, but the operator didn’t go off-hook within the “T3” time period | Not an error. No action required |
| 573 | Rx ECM | No response from the remote party within “T2” time after the RNR signal was sent in answer to the remote party’s PPS PRI-Q, PPS Q signals | Check for fax completeness. Contact the sending station. Retry fax reception |
| 574 | Rx ECM | Received signal other than RR/PPS-Q from the remote party after the RNR signal was sent to the remote party’s PPS PRI-Q, PPS Q signals | Check for fax completeness. Contact the sending station. Retry fax reception |
| 575 | Rx ECM | No response from the remote party within “T2” time after the RNR signal was sent in answer to the remote party’s EOP PRI-Q, EOP Q signals | Check for fax completeness. Contact the sending station. Retry fax reception |
| 576 | Rx ECM | Received signal other than RR/PPS-Q from the remote party after the RNR signal was sent in answer to the remote party’s EOP PRI-Q, EOP Q signals | Check for fax completeness. Contact the sending station. Retry fax reception |

**Table 5-1. Information Codes on the HP FAX-700 and FAX-750 (Continued)**

| Info Code | Mode | Description of the Problem | Action |
|---|---|---|---|
| 577 | Rx ECM | After receiving PPS Q command, received DCN command while in the subroutine to receive a command following RNR transmission | Check for fax completeness. Contact the sending station. Retry fax reception |
| 578 | Rx ECM | After receiving PPS Q command FCS error occurred & carrier did not go away for the "T6" time period while in the command-receive subroutine following RNR transmission | Check for fax completeness. Contact the sending station. Retry fax reception |
| 579 | Rx ECM | After receiving the EOR Q command, received DCN command while in the command-receive subroutine following RNR transmission | Check for fax completeness. Contact the sending station. Retry fax reception |
| 580 | Rx ECM | After receiving the EOR Q command, FCS error occurred and the carrier did not go away for the "T6" time period while in the command-receive subroutine following RNR transmission | Check for fax completeness. Contact the sending station. Retry fax reception |
| 581 | Rx ECM | When receiving a message, the next frame was not received within the stipulated time period | Check for fax completeness. Contact the sending station. Retry fax reception |
| 582 | Rx ECM | Image quality of received message data was not good | Check for fax completeness. Contact the sending station. Retry fax reception |
| 591 | Tx | In the "T1" time period after (NSF)(CSI)DIS/(NSC)(CIG)DTC was sent, the Stop button was depressed | Contact sending station |
| 592 | Rx | Stop button was pressed during the response wait state ...<br>After (PRI)MPS/(PRI)EOM/(PRI)EOP was sent.<br>After DCS/TCF was sent.<br>After PPS NULL/PPS (PRI)MPS/PPS (PRI)EOM/PPS (PRI)EOP was sent.<br>After EOR NULL/EOR (PRI)MPS/EOR (PRI)EOM/EOR (PRI)EOP was sent.<br>After RR response or CTC response | Resend document |
| 593 | Tx | Stop button was pressed during the transmission of a document | Resend document |
| 594 | Rx | Stop button was pressed during "T1" time period at the reception of DIS/DTC signal | Contact sending station |
| 595 | Rx | Stop button was pressed during "T2" time wait state during fax reception | Contact sending station |
| 596 | Agency Comp. | Stop button was pressed while executing the Agency Compliance Mode | Not applicable |
| 601 | Tx | Misfeed of transmission document | Remove document and resend |

**Table 5-1. Information Codes on the HP FAX-700 and FAX-750 (Continued)**

| Info Code | Mode | Description of the Problem | Action |
|---|---|---|---|
| 602 | Tx | Transmission document jam or document length was greater than the stipulated length | Remove document and resend. If failure repeats, retry with document 14 inches or less. Check that both rear corners of the ADF are firmly against the body of the fax machine. Retry send |
| 610 | Remote Diag. | Remote diagnostics was not carried out properly due to incompatibility with the target machine, or the target machine was not configured for remote diagnostics | Retry operation |
| 611 | Remote Diag. | Cancelled regular faxing because the target machine was not configured for remote diagnostics | Retry operation |
| 620 | Modem | Error in the MODEM interrupt handler | Retry operation |
| 621 | | Received the remote party's preamble signal for more than the stipulated 3 minutes | Retry operation |

## Service Parameters for the HP FAX-700 and FAX-750

Service parameters are internal settings and default modes that determine how the fax machine operates and responds. Some service parameters select signal levels, signal timing, and default modes of operation. Others display status information (such as document count) or enter test modes. A complete listing of the service parameters for the HP FAX-700 and FAX-750 is given in Table 5-2.

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**Note** Service parameters are initially set at the factory and most parameters will not require any change.

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### Listing the Service Parameter Settings on the HP FAX-700 and FAX-750

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**Note** Service parameters not set to the standard setting may be a result of the user setting the parameters. Verify the user's preference for these settings before resetting these parameters.

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**To print a list of the service parameter settings,** press the buttons and follow the procedure below:

The following message appears:

| Service Menu (01 – 12)<br>12: Service P. Report |
|---|

Press the Enter button. The fax machine will print a list of the service parameter settings. It lists the current and standard settings.

While the machine is printing a list of the parameters, the following message is on the front panel LCD.

| Printing service<br>parameter list |
|---|

To exit the service menus and return the fax machine to the standby state, press the Stop button.

The printout is useful for reviewing the service parameter settings or producing a hard copy record of the settings. Use the following procedure to print the service parameter settings:

## Changing Service Parameters on the HP FAX-700 and FAX-750 (Test Mode 5)

**Caution** Do not change any service parameter setting unless recommended in a troubleshooting procedure or by HP Customer Support Center personnel.

**To change service parameter settings,** press the buttons and follow the procedure below:

The following message will be on the front panel LCD:

Press the Enter button and either enter the number of the parameter you want to change or browse to the parameter using the up or down arrow button.

Once you are at the parameter you want to change, press the Enter button. Then change the parameter. In some cases you will need to use the horizontal arrow buttons to change the parameter, and, in other cases, it will be necessary to type a number. In every case, you will need to press the Enter button after changing the parameter to make the change effective.

Once the Enter button is pressed to make your change effective, the fax machine will return to the service parameter level, and you can either browse to a new parameter and change it or press the Stop button once to return to the service menu level or twice to return the fax machine to the standby state.

**Service parameters and their settings are listed in Table 5-2**.

**Note** Values given in the table for Current Setting are fictitious and for example only. Where no parameter description is given, none was available.

**Table 5-2. HP FAX-700 and FAX-750 Service Parameters**

| Service Parameter Number | Display Indication | Parameter Description | Settings | Current Setting | Standard Setting |
|---|---|---|---|---|---|
| 01 | BI DIR PRNT DELAY | Run the print test labeled bi directional Skew Check. This parameter should be set to the delay that provides the best print output (straightest vertical lines) | 11...16 | 13 | 14 |
| 02 | OOI RATIO | Parameter used in OOI detection algorithm. Do not change | 0...255 | 30 | 30 |
| 03 | OOI DELTA | Parameter used in OOI detection algorithm. Do not change | 0...255 | 21 | 42 |
| 04 | PRT PARA1 | | 0...255 | 0 | 0 |
| 05 | PRT PARA2 | Print parameter 2. Not adjustable | | | |
| | PRT PARA2 1 | | | 0 | 0 |
| | PRT PARA2 2 | | | 0 | 0 |
| | PRT PARA2 3 | | | 0 | 0 |
| | PRT PARA2 4 | | | 0 | 0 |
| 06 | PRT PARA3 | Print parameter 3. Not adjustable | | | |
| | PRT PARA3 1 | | | 0 | 0 |
| | PRT PARA3 2 | | | 0 | 0 |
| | PRT PARA3 3 | | | 0 | 0 |
| | PRT PARA3 4 | | | 0 | 0 |
| 07 | PRT PARA4 | Print parameter 4. Not adjustable | | | |
| | PRT PARA4 1 | | | 0 | 0 |
| | PRT PARA4 2 | | | 0 | 0 |
| | PRT PARA4 3 | | | 0 | 0 |
| | PRT PARA4 4 | | | 0 | 0 |
| 08 | NOT USED | | | | |
| 09 | NOT USED | | | | |
| 10 | NOT USED | | | | |
| 11 | NOT USED | | | | |
| 12 | NOT USED | | | | |
| 13 | NOT USED | | | | |
| 14 | NOT USED | | | | |
| 15 | DISPLAY ID | Selects whether to display the numeric or the character ID of the remote party | 01: numeric ID<br>02: character ID | 2 | 2 |
| 16 | PTT REGULATION | Do not modify | | 1 | 1 |

**Table 5-2. HP FAX-700 and FAX-750 Service Parameters (Continued)**

| Service Parameter Number | Display Indication | Parameter Description | Settings | Current Setting | Standard Setting |
|---|---|---|---|---|---|
| 17 | NOT USED | | | | |
| 18 | MINIMUM ON-HOOK | Minimum time the machine goes on-hook between sending consecutive faxes. If this time were too short the local CO might not see the “on-hook and not produce a dial tone | 0...15 SEC | 5 | 5 |
| 19 | RESPONSE WAIT | Duration of the wait for a response from the remote station | 0...90 SEC | 55 | 55 |
| 20 | PAUSE TIME | Duration of a pause created by pressing the Space button | 0...10 SEC | 3 | 3 |
| 21 | BUSY TONE COUNT | Selects the number of busy tones detected before recognition by the machine that the remote party is busy | 0...10 TIMES | 2 | 2 |
| 22 | BUSY TONE DETECT | This specifies whether the machine will attempt to detect a busy signal after dialing. If “on”, the machine will go back on hook if it detects a busy signal | 0:off* / 1:on | 0 | 0 |
| 23 | DIAL TONE DETECT | Selects whether or not the fax machine will detect a dial tone | 0:off* / 1:on | 0 | 0 |
| 24 | LIU TYPE | Selects the type of line interface unit the fax machine has | 01: US 02: not US* | 2 | 2 |
| 25 | NOT USED | | | | |
| 26 | MIN MEM TO RCV | Selects the minimum percent memory the fax machine must have available in order to receive a fax | 0...99% | 10 | 10 |
| 27 | SILENT DETECT DLY | Selects the delay before detecting machines that do not respond with a CNG signal (old fax machines) | 0...99 SEC | 20 | 20 |
| 28 | SILENT DETECT TO | This is the time from completing dialing to when silent detect is switched off | 0...99 SEC | 60 | 60 |

**Table 5-2. HP FAX-700 and FAX-750 Service Parameters (Continued)**

| Service Parameter Number | Display Indication | Parameter Description | Settings | Current Setting | Standard Setting |
|---|---|---|---|---|---|
| 29 | SILENT DETECT IT | Time interval of silence needed for the 700/750 to detect silence. The default is 5 seconds, so there must be a continuous 5 seconds of silence to the machine to detect silence | 0...99 X 100 ms | 50 | 50 |
| 30 | MAX RING | Selects the maximum number of rings before a communication failure is recognized | 1...20 TIMES | 20 | 20 |
| 31 | RTC EOL | Selects the end-of-line indicator to be received before return to control | 01: EOL *6*<br>02: EOL *12 | 1 | 1 |
| 32 | NOT USED | | | | |
| 33 | MAX XMT SPEED | Selects the highest transmission speed for the modem | 01: 2400 BPS<br>02: 4800 BPS<br>03: 7200 BPS<br>04: 9600 BPS* | 4 | 4 |
| 34 | MAX RCV SPEED | Selects the highest reception speed for the modem | 01: 2400 BPS<br>02: 4800 BPS<br>03: 7200 BPS<br>04: 9600 BPS* | 4 | 4 |
| 35 | XMT LEVEL | Sets the amplitude of the output signals transmitted | 01: 0 DBM...<br>16: –15 DBM | 9 | 9 |
| 36 | RCV LEVEL | Sets the sensitivity of the fax machine to received signals | 01: –33 DBM...<br>16: –48 DBM | 11 | 11 |
| 37 | CABLE EQUALIZE | Selects whether or not to Equalize loss (amplitude distortion) Between Machine and the phone company exchange | 0:off* / 1:on | 0 | 0 |
| 38 | ECHO PROTECT | Selects whether or not to activate echo protection | 0:off / 1:on* | 1 | 1 |
| 39 | XMT TO RCV INTRVL | Selects the time interval between when the fax machine ceases transmission and is ready to receive a call | 01: 100 ms<br>02: 200 ms<br>03: 500 ms* | 3 | 3 |
| 40 | NSF | Disable/enable non-standard facility (only 700/750 to 700/750) | 0:off / 1:on* | 1 | 1 |

**Table 5-2. HP FAX-700 and FAX-750 Service Parameters (continued)**

| Service Parameter Number | Display Indication | Parameter Description | Settings | Current Setting | Standard Setting |
|---|---|---|---|---|---|
| 41 | CED TO 300 INTRVL | This is the time interval from the CED (called station identification) signal to the 300 bps signal | 01: 75 ms* 02: 1 s | 1 | 1 |
| 42 | CSI TRANSMIT | Selects whether or not to transmit “Called Subscriber Identification” when called | 0:off / 1:on* | 1 | 1 |
| 43 | TSI TRANSMIT | Selects whether or not to transmit a request for “Called Transmitting Subscriber Identification” when contacting another fax machine | 0:off / 1:on* | 1 | 1 |
| 44 | CIG TRANSMIT | Selects whether or not to transmit a “Calling Subscriber Identification” when contacting another fax machine | 0:off / 1:on* | 1 | 1 |
| 45 | CHAR ID TRANSMIT | Selects whether or not to transmit a character ID when contacting another fax machine | 0:off* / 1:on | 0 | 0 |
| 46 | ERROR DETECT | Selects the mode of error detection | 01: lines 02: ratio* | 2 | 2 |
| 47 | LINE ERROR | Number of lines received in error | 01: 128 lines*<br>02: 256 lines<br>03: 512 lines<br>04: 1024 lines<br>05: 2148 lines | 1 | 1 |
| 48 | TOTAL ERROR | Percent of fax received in error | 01: 5%<br>02: 10%<br>03: 15%*<br>04: 20% | 3 | 3 |
| 49 | RETURN RECEIVE | Selects between disconnecting or continuing when the machine receives an RTN signal | 01: disconnect*<br>02: continue | 1 | 1 |
| 50 | FALLBACK 2400 BPS | If ON and received image is degraded, resend message at 2400 BPS | 0:off / 1:on* | 1 | 1 |

**Table 5-2. HP FAX-700 and FAX-750 Service Parameters (continued)**

| Service Parameter Number | Display Indication | Parameter Description | Settings | Current Setting | Standard Setting |
|---|---|---|---|---|---|
| 51 | FALLBACK 40 ms | When this parameter is switched on and document memory is full, the machine indicates to the calling fax machine that the minimum scan time per line is 40 ms. This action slows down the sending rate of the calling machine | 0:off* / 1:on | 0 | 0 |
| 52 | ECM T5 TIMER | Protocol timer T5 setting | 01: 1 min*<br>02: 4 min | 1 | 1 |
| 53 | EOL COUNT | Sets how many EOLs must be received to indicate an RTC | 2...6 piece | 4 | 4 |
| 54 | XMT CRP CMD | Selects whether or not to transmit the Command Repeat command | 0:off* / 1:on | 0 | 0 |
| 55 | SHORT PREAMBLE | Selects whether or not the protocol preamble will be short | 0:off* / 1:on | 0 | 0 |
| 56 | PREAMBLE TIME | 700/750 to 700/750 NSF (non-standard facilities) preamble transmission time. This is shorter the the normal CCITT specification making NSF transmission faster | 01: 200 ms<br>02: 300 ms<br>03: 400 ms<br>04: 500 ms* | 4 | 4 |
| 57 | SHORT TCF | Selects whether or not the Transfer Confirm signal will be short | 0:off* / 1:on | 0 | 0 |
| 58 | CFR TO IMAGE TIME | Time between receiving CFR and sending image | 01: 75 ms<br>02: 150 ms<br>03: 225 ms<br>04: 300 ms<br>05: 400 ms<br>06: 450 ms*<br>07: 525 ms<br>08: 600 ms | 6 | 6 |
| 59 | TCF OFF | Protocol signal setting | 01: 0.1 s<br>02: 0.2 s<br>03: 0.3 s*<br>04: 0.4 s<br>05: 0.5 s | 3 | 3 |

**Table 5-2. HP FAX-700 and FAX-750 Service Parameters (continued)**

| Service Parameter Number | Display Indication | Parameter Description | Settings | Current Setting | Standard Setting |
|---|---|---|---|---|---|
| 60 | TCF ON | Protocol setting | 01: 0.4 s<br>02: 0.6 s<br>03: 0.8 s<br>04: 1.0 s*<br>05: 1.2 s<br>06: 1.4 s | 4 | 4 |
| 61 | TCF THRESHOLD | Protocol setting | 01: 100%*<br>02: 98%<br>03: 96%<br>04: 94%<br>05: 92%<br>06: 90%<br>07: 88%<br>08: 86% | 1 | 1 |
| 62 | NOT USED | | | | |
| 63 | 2400 HAND-SHAKE | Selects whether or not to activate 2400 BPS hand-shaking | 0: off* / 1: on | 0 | 0 |
| 64 | SILENT DETECT TH | This is the threshold level for silent detection. It can be adjusted down if signal levels are low on the line, so that the machine detects silence when someone is actually leaving a message on the TAM. It can be adjusted up if the line is noisy the the machine never detects silence | 01: –33 dBm...<br>16: –48 dBm | 11 | 11 |
| 65 | NO CARRIER DELAY | During reception if image data is being received and the signal is lost, then this is the timeout after which the machine will disconnect. 6 s not required by CCITT, but specified by German regulations | 01: 2 s<br>02: 6 s* | 2 | 2 |
| 66 | NO FRAME DELAY | Default may change to Setting 02, 4 min | 01: 1 min*<br>02: 4 min | 1 | 1 |
| 67 | COM STOP | Selects between printing a transaction report or not printing a transaction report when the Stop button is pressed during transmission | 0: off* / 1: on | 0 | 0 |

**Table 5-2. HP FAX-700 and FAX-750 Service Parameters (continued)**

| Service Parameter Number | Display Indication | Parameter Description | Settings | Current Setting | Standard Setting |
|---|---|---|---|---|---|
| 68 | DOC JAM LENGTH | This is the length of document being scanned by the scanner that will cause the machine to indicate a document jam | 01: 0.8 M*<br>02: 2.0 M<br>03: 8.0 M<br>04: no limit | 1 | 1 |
| 69 | DOC MISFEED | Time elapse to detection of misfeed | 0...15 s | 10 | 10 |
| 70 | NOT USED | | | | |
| 71 | NOT USED | | | | |
| 72 | NOT USED | | | | |
| 73 | NOT USED | | | | |
| 74 | NOT USED | | | | |
| 75 | COPY COUNT | Running count of copies | | n (count) | none |
| 76 | XMT COUNT | Running count of transmissions | | n (count) | none |
| 77 | RCV COUNT | Running count of receptions | | n (count) | none |

## Response to Incoming Document With Errors on the HP FAX-700 and FAX-750

The following tables describe how the HP FAX-700 and FAX-750 determine how to respond to the transmitter when a document is received with errors. These tables apply only if the transmitter does not have or is not using ECM (Error Correction Mode).

The signals listed in the tables and their interpretation are as follows:

- **MCF** (Message Confirmation) – document received with good quality. Continue with next page
- **RTP** (PIP if during voice request) – document received with marginal quality. Train before sending next page. (RTP – retrain positive)
- **RTN** (Retrain Negative) – document received with unacceptable quality. Train at slower speed.
- **DCN** (Disconnect) – Too many errors. Disconnect and send signal if the error condition is detected after complete page is received

The following **Line Error Table** gives the criterion used by the fax machine to determine which signal to return when it detects a given number of errors on a page being received, and service parameter 46 is set to LINES.

For example, if service parameter 47 is set to 3 and a page is received with 254 lines in error, then the machine responds with the RTP signal.

**Table 5-3. Line Error on the HP FAX-700 and FAX-750**

| Number of lines with errors | Service Parameter 47 Setting | | | | | |
|---|---|---|---|---|---|---|
| | 01 (128) | 02 (256) | 03 (512) | 04 (1024) | 05 (2048) | 06 (Off) |
| 0-31 | MCF | MCF | MCF | MCF | MCF | MCF |
| 32-63 | RTP | MCF | MCF | MCF | MCF | MCF |
| 64-127 | RTN | RTP | MCF | MCF | MCF | MCF |
| 128-255 | DCN | RTN | RTP | MCF | MCF | MCF |
| 256-511 | DCN | DCN | RTN | RTP | MCF | MCF |
| 512-1023 | DCN | DCN | DCN | RTN | RTP | MCF |
| 1024-2047 | DCN | DCN | DCN | DCN | RTN | MCF |
| >2047 | DCN | DCN | DCN | DCN | DCN | MCF |

The following **Total Error Table** give the criterion used by the fax machine to determine which signal to return when it detects a given percentage of lines with errors on a page being received, and service parameter 46 is set to RATIO.

For example, if service parameter 48 is set to 2, and a page is received with 4% errors, the machine responds with the MCF signal.

**Table 5-4. Total Error on the HP FAX-700 and FAX-750**

| Percent of lines with errors | Service Parameter 48 Setting | | | |
|---|---|---|---|---|
| | 01 (5%) | 02 (10%) | 03 (15%) | 04 (20%) |
| 0-2 | MCF | MCF | MCF | MCF |
| 3-4 | RTP | MCF | MCF | MCF |
| 5-7 | RTN | RTP | MCF | MCF |
| 8-9 | RTN | RTP | RTP | MCF |
| 10-14 | RTN | RTN | RTP | RTP |
| 15-19 | RTN | RTN | RTN | RTP |
| >20 | RTN | RTN | RTN | RTN |

## Setting Service Parameters to Solve Communication Problems on the HP FAX-700 and FAX-750

Communication problems are announced by information codes in the 400 to 500 range. For basic problems with the telephone line (unable to dial a station or not answering, for example) consult the troubleshooting chapter in the User's Guide for the HP FAX-700/750, User's Guide for the HP FAX-900, or the User's Guide for the FAX-950.

Table 5-5 shows the service parameters to adjust for specific communication problems in the HP FAX-700 and FAX-750. Adjust both the transmitting and receiving fax machines for best results. If the adjustments do not improve the line quality, set the service parameters of both machines back to the default settings.

**Table 5-5. Compensating for Communication Problems in the HP FAX-700 and FAX-750**

| | Transmitting Fax Machine | | Receiving Fax Machine | |
|---|---|---|---|---|
| | **Service Parameter** | **Service Parameter Setting (From ⇒ To)** | **Service Parameter** | **Service Parameter Setting (From ⇒ To)** |
| For International Communication | 38 | Off ⇒ On | 41 | 75 ms ⇒ 1 sec |
| To Equalize Loss (Amplitude Distortion Between Machine and the Phone Company Exchange | 37 | off ⇒ on | 37 | off ⇒ on |
| To Cope with Poor S/N Ratio | 33 | 9600 bps ⇒ 7200 to 2400 bps | 36<br>34 | –33 dBm ⇒ –34 to –48 dBm<br>9600 bps ⇒ 7200 to 2400 bps |
| To Cope with Impulse Noise | | | 47 | 128 ⇒ 256 to 2048 |
| To Cope with Shifted Signal Sequence Caused by Echo | 38 | off ⇒ on | 41 | 75 ms ⇒ 1 sec |

# Corrective Actions for the HP FAX-700 and FAX-750

## Power-On Problems

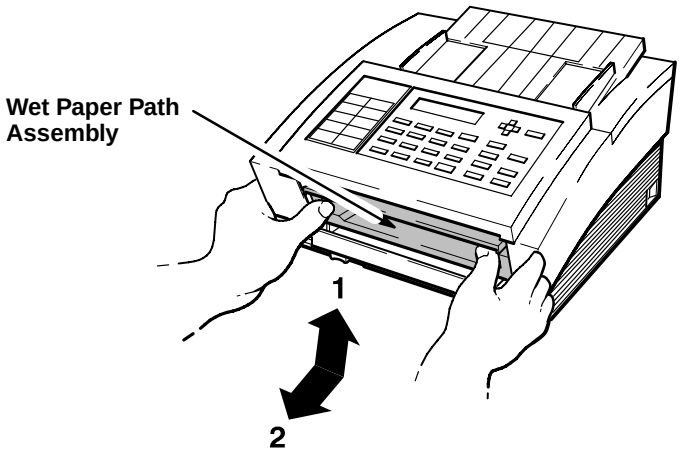
Refer to Figure 5-1, “Overall Troubleshooting Tree” at the beginning of this chapter.

## Clearing Paper Jams

The HP FAX-700 and FAX-750 fax machines can detect paper jams. An information message in the message window identifies a paper jam

Perform the following procedure to clear a paper jam:

1. Turn OFF (**O**) the fax machine.
2. Remove any paper from the paper tray.
3. Remove the wet paper path assembly (the document OUT tray is the top part of the wet paper path assembly. See Figure 5-3.




EK_32

**Figure 5-3. Removing the Wet Paper Path Assembly**

4. Remove the jammed document from the **front** of the machine. Do **NOT** open the top cover (document feeder assembly) to remove the document.
5. Pull the remaining paper from around the paper feed rollers.
6. Reinstall the wet paper path assembly.
7. Close the back cover.

## Avoiding Print Skew

Print skew occurs when the movement of paper in the printer paper path is not square to the carriage movement. The result is inconsistent print margins along the paper's edge. Keep in mind the following information when dealing with print skew:

- Before assuming the fax machine has a print skew problem, ensure that the other station has properly loaded paper. If the other station is the transmitter of the document, ensure that the document was properly loaded on the ADF and fed through the machine correctly
- Ensure that paper is properly loaded in your machine and that both corners of the ADF are firmly in contact with the body of the fax machine
- A skewed output printed on an HP FAX-700 or FAX-750 may be caused by document skew at the scanner on the transmitting fax machine
- Some print skew is normal. Assume that there is a problem only if the fax machine is consistently omitting data

The **Print Skew Specification** for the printer paper path is $\pm$0.006 mm per mm on 95% of all pages printed.

Paper must be loaded properly to avoid print skew. To ensure that paper is loaded properly follow the procedure described in chapter 2 of this guide.

## Poor Print Quality

This section describes possible causes for the following print quality problems:

- Faint print
- Fuzzy print
- Inconsistent print quality

If print quality problems occur on printouts from an HP FAX-700 or FAX-750 fax machine, check the following:

- Print cartridges have a specified life. If the print cartridge date has expired, replace the print cartridge. See “Solving Print Cartridge Problems” later in this chapter
- HP fax machine settings can affect the print quality. Try selecting no print reduction (fixed print reduction at 100%)
- Print quality can vary with paper

  – Verify that the paper is not special coated paper. The HP FAX-700 and FAX-750 use an Inkjet print cartridge, but the print cartridge has been designed to work with plain paper. These special coated papers do not damage the fax mechanism, but they will not produce satisfactory print quality.

  – Verify that the paper meets the specification listed in chapter 1.

  – Turn over the paper in the paper IN tray and try printing a fax on the other side of the paper. All papers have a recommended print side.

  – Due to differences in paper, some paper that meets the specifications listed in chapter 1 will not produce satisfactory results. Try a different brand or type of paper.
- The print cartridge may be running out of ink. Replace the print cartridge

## Solving Problems in the HP FAX-900 and FAX-950

Use the problem solving procedures, information code table, and function parameter table on the following pages to solve problems in the HP FAX-900 and FAX-950 fax machines.

The troubleshooting flowcharts provided under the heading, “Solving Problems in the HP FAX-700 and FAX-750” may also be used for the HP FAX-900 and FAX-950.

### Routine Checks

As part of your troubleshooting actions, do the following:

- Ensure that all telephone, answering machine and fax machine lines and cords are properly connected
- Ensure that the telephone line is operational, dial tone is present
- Ensure documents are being loaded face down for transmission
- Fan paper and document sheets before loading
- Check that the paper supply tray is loaded with paper
- Ensure proper media used (no plastic, thermal, perforated or heavy-weight paper)
- Check that print cartridge is not empty and is properly installed
- Periodically clean the print cartridge reservoir or a build-up of ink deposits may cause the ink-drop sensor to generate a false out-of-ink message
- Ensure that the answering machine, if used, is compatible, properly set up to answer and record calls, and is fully operational

## Information Codes for the FAX-900 and FAX-950

If a difficulty occurs, an information code should appear in your fax machine display. This code can be used to help identify and resolve the problem. Refer to the following information code table for a description of the codes and recommended actions. To correct the problem, perform the recommended actions for the information codes displayed.

**Table 5-6. Information Codes on the HP FAX-900 and FAX-950**

| Code | Description | Action |
|---|---|---|
| 001<br>002 | Paper supply problem (jam) | Check paper supply<br>Check for and clear any paper jams |
| 010 | No paper | Reload paper (fan sheets) |
| 014<br>015 | Print cartridge problem<br>Out of ink | Check for proper installation<br>Replace cartridge |
| 016<br>030<br>031 | Carriage cannot move<br>Document misfeed<br>Oversized document | Remove any obstruction<br>Clear any document jam<br>Reload document |
| 060<br>061 | Back cover or automatic document feed door open | Close |
| 211 | Transmission of the data from modem was stopped | Check modem |
| 212 | Interface error occurred between CPU and modem | Check modem |
| 220 | Receiver could not detect RTC | Check for line noise |
| 221 | Interface error occurred between CPU and graphic print mechanism (GPM) | Repair required |
| 301 | System fault (software) | Repair required |
| 310<br>311<br>312<br>313<br>314 | GPM error | Check pen carriage movement, remove any obstructions |
| 316 | Print mechanism error (drop detect (out of ink) sensor) | Repair required |
| 400,402 | Receiving station did not respond, communication error | Ensure other station is operating<br>Resend document |
| 401 | DCN returned from RCVR when XMTR waits for CFR/F11 | Ensure mailbox availability |
| 403 | Could not poll called station | Have station enable polling |
| 404<br>405 | Receiving station did not respond, communication error | Ensure other station is operating<br>Resend document |
| 406 | Transmission or receiving password mismatch | Ensure password matching |
| 407 | Called station did not confirm previous page sent | Resend document |

**Table 5-6. Information Codes on the HP FAX-900 and FAX-950 (Continued)**

| Code | Description | Action |
|---|---|---|
| 408<br>409 | Called station reports last page is illegible. | Resend document |
| 410 | Received DCN while waiting for EOP, MPS, or EOM | Check phone line, repair may be required |
| 411 | Polling password mismatch | Ensure password matching |
| 412 | No data from sending station | Ensure other station is set up for polling |
| 414 | Polling password mismatch | Ensure password matching |
| 415 | Polling transmission error | Check password matching |
| 416<br>417<br>418<br>419 | Received data has errors | Check with calling station |
| 420 | Enter receive mode without signal from a calling station | Check with calling station |
| 422<br>427 | Incompatible interface | Check with calling station |
| 430<br>434 | Communication error while receiving | Check with calling station |
| 436 | Received data has errors | Check with calling station |
| 456 | Received a confidential document or poll request with insufficient memory to receive the document, confidential mailbox is full, or received the document while printing | Print File list and check contents |
| 457 | Remote unit does not have Relay XMT or Confidential Communication | Check calling station |
| 459 | Signal distorted | Check for line noise |
| 490 | Received data has numerous errors | Check with calling station |
| 492<br>493<br>494 | Communication error while receiving | Check with calling station |
| 495 | Telephone line disconnected | Check with calling station |
| 496<br>497 | CS of modem not able to turn ON | Check modem |
| 540<br>541<br>542<br>543<br>544 | Communication error during transmission | Check with called station<br>Resend document |

**Table 5-6. Information Codes on the HP FAX-900 and FAX-950 (Continued)**

| Code | Description | Action |
|---|---|---|
| 550 | Telephone line disconnected | Check with calling station |
| 552<br>553<br>554<br>555 | Communication error while receiving | Check with calling station |
| 570 | Password mismatch during remote diagnostic communication | Check password |
| 571 | Remote unit did not have remote diagnostic function | Check with remote unit |
| 572 | No response during remote diagnostic communication | Remote unit may require repair |
| 573 | No remote unit data reception during diagnostic communication | Remote unit may require repair |
| 601 | Automatic document feed cover opened during transmission | Close cover and resend |
| 623 | No document present | Load document |
| 630 | Redial attempt unsuccessful | Reload document and resend |
| 631 | STOP pressed while dialing | Reload document and resend |
| 634 | Redial attempt unsuccessful | Reload document and resend |
| 638 | Power failure during communication | Ensure machine is plugged into wall and powered ON |
| 870 | Memory overflow storing documents for transmission | Transmit without storing in memory |
| 879 | Memory overflow storing received documents | Add paper, check print cartridge<br>Have station resend |
| 962 | Memory file access error | Repair required |
| 975 | Document in memory lost to power failure | See power failure report from fax machine<br>Print transaction journal to identify sending station<br>Have station resend |
| 995 | Invalid parameter for Relay or Confidential Communication | Check parameter setting |

# Function Parameters for the HP FAX-900 and FAX-950

## Listing the Function Parameter Settings on the HP FAX-900 and FAX-950 (Test Mode 3)

Use the following procedure to print a list of the function parameter settings. An asterisk (*) in front of the function parameter setting means that it has been changed from the factory default setting (U.S. shipment setting).

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**Note** Function parameters not set to the factory default setting may be a result of the user setting the fax parameters. Verify the user's preference for these settings prior to resetting these function parameters.

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**Note** Function parameters 080 and 081 are tuned at the factory to optimize the unit's scanning operation. Therefore, these settings may differ from the standard function parameters and resetting the fax machine to the shipment settings does not reset these two settings.

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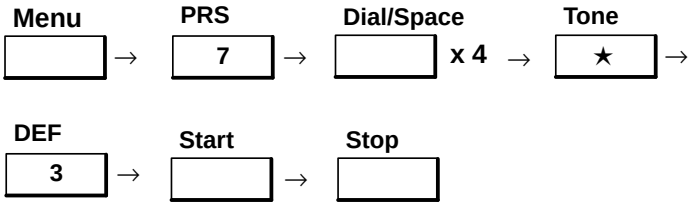
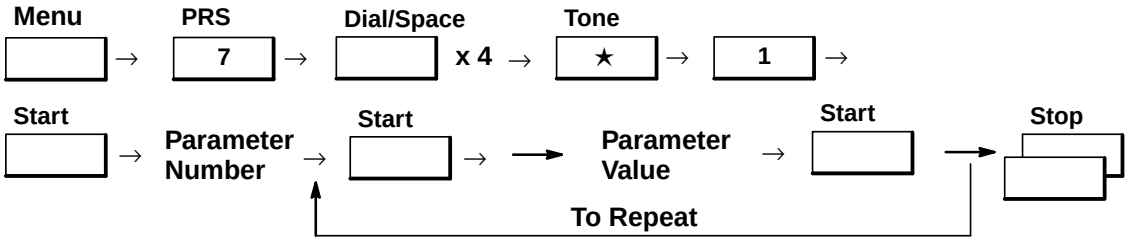



Test mode 3 prints a list of the function parameter settings. The printout is useful for reviewing the function parameter settings or producing a hard copy record of the settings. Use the following procedure (verbal description of the diagram above) to print the function parameter settings:

1. With the fax machine in standby mode (message window showing date and time), press Menu. Then press 7.
2. With the message window showing SET MODE NO. =, press Dial/Space four times. The unit sounds an error beep for each key entry, but this is normal.
3. Press *.
4. With the message window showing SET MODE NO. =, press 3 to select test mode 3.
5. Press Start to print a listing of the function parameters.
6. Press Stop to return to the Standby mode.

## Changing the Function Parameters on the HP FAX-900 and FAX-950 (Test Mode 1)



Use the following procedure to change the function parameters:

1. With the fax machine in standby mode (message window showing date and time), press Advanced Functions. Then press 7.
2. With the message window showing SET MODE NO. =, press Dial/Space four times. The unit sounds an error beep for each key entry, but this is normal.
3. Press ✳.
4. With the message window showing SET MODE NO. =, press 1 to select test mode 1.
5. Press Start.
6. Enter *both digits* of the desired function parameter number. If you enter an invalid number, an error beep sounds. The shipment setting value of the parameter is shown in brackets followed by the present value after you enter the number. See Table 5-7 for a listing of the function parameters.
7. Press Start.
8. Enter the new value for the function parameter. (It may be necessary to first press Copy/Clear to remove the old value.) The new value overrides the existing function parameter value.
9. Press Start to store (or confirm) the new value and increment to the next function parameter.
10. You can scroll through the function parameters by pressing the Photo ( ∧ ) or the Stamp ( ∨ ) button.
11. Press Stop twice to return to the standby mode.

---

**Caution** Do not change any function parameter unless recommended in a troubleshooting procedure or by HP Customer Support Center personnel.

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**Table 5-7. HP FAX-900 and FAX-950 Function Parameters**

| No. | Parameter | Selections | Function |
|---|---|---|---|
| 00 (FAX-950 Only) | POLLED FILE SAVE (Off) | 1 = Off (delete auto)<br>2 = On (no automatic delete) | Selects whether or not to automatically delete a polled document in the memory after it is retrieved |
| 01 | ALARM STATUS (Timer) | 1 = Timer (6 seconds)<br>2 = Constant | Selects No Paper and No ink/toner alarm status. If “Constant” is selected, the alarm will not stop until the “Stop” button is pressed |
| 02-03 | Not Used | | |
| 04 | NUMERIC ID SET (On) | 1 = Off (will not accept)<br>2 = On (accepts) | Selects whether or not the machine will accept a Numeric ID or a change to a Numeric ID |
| 05 | LANGUAGE | | Selects language. Press “ ∧ ” or “ ∨ ” to select displayed language |
| 06 | ID DISPLAY (Chara) | 1 = Numer (Numeric ID)<br>2 = Chara (character ID) | Selects which type of ID will be displayed |
| 07 | JNL COLUMN (Station) | 1 = Preset station name<br>2 = Received ID | Selects contents of ID column on the Journal |

**Table 5-7. HP FAX-900 and FAX-950 Function Parameters (Continued)**

| No. | Parameter | Selection | Function |
|---|---|---|---|
| 18 | RX START<br>(9600 bps) | 1 = 2400 bps<br>2 = 4800 bps<br>3 = 7200 bps<br>4 = 9600 bps | Selects receiving modem start speed |
| 19 | Not Used | | |
| 20 | CCITT ECM<br>(On) | 1 = Off (Invalid)<br>2 = On (Valid) | Selects ECM (Error Correction Mode) status |
| 21 | EP TONE<br>(Off) | 1 = Off (without EP tone)<br>2 = On (with EP tone) | Selects whether or not the fax machine will generate an echo protect tone |
| 22 | SIG. INTERVAL<br>(500 ms) | 1 = 100 ms<br>2 = 200 ms<br>3 = 300 ms | Selects the time interval between receiving a signal and transmitting a signal |
| 23 | TCF CHECK<br>(Normal) | 1 = Normal (Short)<br>2 = Long | Selects TCF (Transmit ConFirm) check interval |
| 24 | CED FREQ.<br>(2100 Hz) | 1 = 1080 Hz (non CCITT)<br>2 = 2100 Hz | Selects CED (CallED station identification) frequency |
| 25 | COMM. START-UP<br>(1'st) | 1 = 1'st response<br>2 = 2'nd response | Selects communication start-up condition (XMT and polling) |
| 26 | NON-STANDARD<br>(On) | 1 = Off (Invalid)<br>2 = On (Valid) | Selects own mode (Panafax mode). |
| 27 | SHORT PROTOCOL<br>(On) | 1 = Off (Invalid)<br>2 = On (Valid) | Selects whether or not a short protocol will be used |
| 28 | Not Used | | |
| 29 | REMOTE DIAG<br>(On) | 1 = Off (will not accept)<br>2 = On (accepts) | Selects whether or not the machine accepts remote diagnostics from a service station. Same function as fax parameter 31. (This is only for machine-to-machine diagnostics) |
| 30 | CED & 300 bps<br>(75 ms) | 1 = 75 ms<br>2 = 1 second | Selects blank time between CED (CallED station identification) and 300 bps signal |
| 31 | RTC EOL x 12<br>(Off) | 1 = Off (EOL x 6)<br>2 = On (EOL x 12) | Selects RTC (Return To Control) signal |
| 32 | CSI TRANSMIT<br>(On) | 1 = Off (not transmitted)<br>2 = On (transmitted) | Selects whether or not to transmit the CSI (Called Subscriber Identification) signal |
| 33 | TSI TRANSMIT<br>(On) | 1 = Off (not transmitted)<br>2 = On (transmitted) | Selects whether or not to transmit the TSI (Transmitting Subscriber Identification) signal |
| 34 | CIG TRANSMIT<br>(On) | 1 = Off (not transmitted)<br>2 = On (transmitted) | Selects whether or not to transmit the CIG (CallInG subscriber identification) signal |
| 35 | Not Used | | |
| 36 | CHARACTER ID<br>(On) | 1 = Off (not transmitted)<br>2 = On (transmitted) | Selects whether or not the machine will transmit a character ID |

**Table 5-7. HP FAX-900 and FAX-950 Function Parameters (Continued)**

| No. | Parameter | Selections | Function |
|---|---|---|---|
| 08 | MONITOR<br>(Off) | 1 = Off<br>2 = On | Selects Monitor ON/OFF for monitoring fax signals |
| 09 | DC LOOP<br>(Off) | 1 = Off (normal)<br>2 = On (off-hook) | Can select a false, off-hook state for a back-to-back communication test |
| 10 | TX LEVEL<br>(–9 dBm) | 00 = 0 dBm<br>.<br>.<br>15 = –15 dBM | Selects the signal output level from 0 to –15 dBm in 1 dBm steps |
| 11 | RX LEVEL<br>(–43 dBm) | 1 = –43 dBm<br>2 = –38 dBm<br>3 = –33 dBm<br>4 = –48 dBm | Selects receiving sensitivity of –43, –38, –33, or –48 dBm |
| 12 | DTMF LEVEL<br>(–6 dBm) | 00 = 0 dBm<br>.<br>.<br>15 = –15 dBm | Selects DTMF(touch tone) output level from 0 to –15 dBm in 1 dBm steps |
| 13 | G3 RX EQL<br>(7.2 km) | 1 = 0 km<br>2 = 6 km<br>3 = 7.2 km<br>4 = 13.2 km | Selects cable equalizer in G3 reception mode |
| 14-16 | Not Used | | |
| 17 | TX START<br>(9600 bps) | 1 = 2400 bps<br>2 = 4800 bps<br>3 = 7200 bps<br>4 = 9600 bps | Selects transmission modem start speed |
| 37 | PROTOCOL DISPLAY<br>(Off) | 1 = Off (not displayed)<br>2 = On (displayed) | Selects whether or not the machine displays modem speed during communication |
| 38 | Not Used | | |
| 39 | Not Used in U.S. | | |
| 40 | Not Used | | |
| 41 | PAUSE TIME<br>(3 sec) | 1 = 1 sec<br>.<br>.<br>10 = 10 sec | Selects pause time from 1 to 10 seconds in one-second steps |
| 42 | PHONE CALL (For Hong Kong version only) | 1 = Ignore (detect primary ringer)<br>2 = Answer (detect secondary ringer) | Selects whether or not to detect the primary ringer of a double ringer |
| 43 | REDIAL INTERVAL<br>(3 min) | 0 = no waiting<br>.<br>.<br>15 = 15 minutes | Selects redial interval from 0 to 15 minutes in one-minute steps |
| 44 | REDIAL COUNT<br>(5) | 0 = no redial<br>.<br>.<br>15 = 15 times | Selects redial count of 0 to 15 times in one-step intervals |

**Table 5-7. HP FAX-900 and FAX-950 Function Parameters (Continued)**

| No. | Parameter | Selections | Function |
|---|---|---|---|
| 45 | RING DET. COUNT (2) | 1 = 1 ring<br>.<br>.<br>9 = 9 rings | Selects a ring detect count from 1 to 9 times in one-step intervals |
| 46 | ON-HOOK TIME (5 sec) | 0 = 0 sec<br>.<br>.<br>90 = 90 sec | Selects on-hook time between sequential communication calls from 0 to 90 seconds in 1 second steps |
| 47 | RESPONSE WAIT (65 sec) | 1 = 1 sec<br>.<br>.<br>90 = 90 sec | Selects waiting time to respond after finishing the dialing in 1 second steps |
| 48 | EXT. TEL DIAL (Invalid) | 1 = Invalid<br>2 = Valid | Selects whether or not key pad dial is available when the external phone is off-hook |
| 49 | Not Used | | |
| 50 | RING DET. MODE (Normal) | 1 = Normal<br>2 = Rough | Selects seriousness of ringer detection. If the line signal is “noisy”, set to Rough so the machine will be more likely to detect signals |
| 51 | TONE DET. MODE (Normal) | 1 = Normal<br>2 = Rough | Selects seriousness of dial tone and busy tone detection. If the line signal is “noisy”, set to Rough so the machine will be more likely to detect signals |
| 52 | PULSE RATE (10 pps) | 1 = 10 pps<br>2 = 20 pps | Selects the dial pulse rate |
| 53-54 | Not Used in U.S. | | |
| 55 | BUSY TONE CHECK (On) | 1 = Off<br>2 = On | Selects busy tone detection function |
| 56-57 | Not Used in U.S. | | |
| 58 | Not Used | | |
| 59 (FAX-950 Only) | CONF. RCV REPORT (On) | 1 = Off (not printed out)<br>2 = On (printed out) | Selects whether or not CONF. RCV REPORT is printed |
| 60 | VERSION | | Indicates the machine type (900 or 950) and the ROM version in the message window |
| 61 | TX/RX/PRT COUNTER | TX/RX/PRINT | Indicates the transmitted, received and printed document count |
| 62-63 | Not Used | | |
| 64 | SILENT DET. T. OUT (60 sec) | 00 = 0 sec<br>.<br>.<br>99 = 99 sec | Select silent detection timeout time (TAM I/F) |

**Table 5-7. HP FAX-900 and FAX-950 Function Parameters (Continued)**

| No. | Parameter | Selections | Function |
|---|---|---|---|
| 65 | SILENT DETECTION (On) | 1 = Off<br>2 = On | Selects the silent detection function (TAM I/F). Same function as fax parameter No. 20 |
| 66 | SILENT DET. DELAY (20 sec) | 00 = 0 sec<br>.<br>.<br>99 = 99 sec | Selects silent detection delay time (TAM I/F) |
| 67 | SILENT INT. TIME (5000 ms) | 00 = 0 ms<br>.<br>.<br>99 = 99 00 ms | Selects silent detection integration time (TAM I/F). The time can be selected from 0 to 9900 ms in 100 ms steps. For example a setting of 50 would select 5000 ms |
| 68 | RING COUNT (TAM) | 1 = 1 time<br>.<br>.<br>9 = 9 times | Selects ring detect count of 1 to 9 times in one-step intervals on TAM I/F mode |
| 69 | Not Used | | |
| 70 | LINE ERROR (128) | 1 = 128 lines<br>2 = 256 lines<br>3 = 512 lines<br>4 = 1024 lines<br>5 = 2048 lines<br>6 = Off (will not disconnect the line) | Selects the line disconnect condition during reception. If the number of line errors exceeds this setting, the machine will disconnect the line.<br>Selects the transmit condition of RTP/PIP or RTN/PIN if function parameter 73, ERROR DETECT, is set to “LINES” |
| 71 | TOTAL ERROR (10%) | 1 = 5%<br>2 = 10%<br>3 = 15%<br>4 = 20% | Selects transmit condition of RTP/PIP or RTN/PIN if function parameter 73, ERROR DETECT, is set to “RATE” |
| 72 | CONTI. ERROR (Off) | 1 = 3 lines/STD<br>2 = 6 lines/STD<br>3 = 12 lines/STD<br>4 = Off | Selects continuous total error criteria for Standard Mode. If continuous total err exceeds this setting, the unit will transmit RTN/PIN. Available if function parameter 73, ERROR DETECT, is set to “RATE” |
| 73 | ERROR DETECT (Rate) | 1 = Lines<br>2 = Rate | Selects error detect condition |
| 74 | RTN RECEIVE (Discon) | 1 = Disconnect<br>2 = Continue | Selects the reaction of the fax machine when RTN is received |
| 75 | MH/MR/MMR | 1 = MH (MH only)<br>2 = MR (MH or MR)<br>3 = MMR (MH or MR or MMR) | Selects coding scheme |
| 76-79 | Not Used | | |
| 80 | DOC TOP FEED (15 mm) | 00 = 0 mm<br>.<br>.<br>99 = 99 mm | Adjusts distance between scanning sensor ON position and scanning start position |

**Table 5-7. HP FAX-900 and FAX-950 Function Parameters (Continued)**

| No. | Parameter | Selections | Function |
|---|---|---|---|
| 81 | DOC END FEED<br>(7 mm) | 00 = 0 mm<br>.<br>.<br>99 = 99 mm | Adjust distance between scanning sensor Off position and scanning end position |
| 82 | TX-JAM LENGTH<br>(2 m) | 1 = 1 m<br>2 = 2 m<br>3 = Unlimited | Selects jammed length at TX |
| 83 | Not Used | | |
| 84 | LINE AS NO PAPER<br>(Ring) | 1 = Ring (be ringing)<br>2 = Busy (send busy tone) | Selects whether the buzzer is ringing or sending a busy tone to the remote station when recording paper runs out or the unit cannot receive because of any trouble |
| 85-86 | Not Used | | |
| 87 | DARKEN LEVEL<br>(4) | 0 = Darkest Original<br>.<br>.<br>5 = Lightest Original | Selects the printing contrast level |
| 88 | NORMAL LEVEL<br>(2) | 0 = Darkest Original<br>.<br>.<br>5 = Lightest Original | Selects the printing contrast level |
| 89 | LIGHTEN LEVEL<br>(0) | 0 = Darkest Original<br>.<br>.<br>5 = Lightest Original | Selects the printing contrast level |
| 90 (For FAX-950 Only) | STORE RESOL.<br>(mm) | 1 = mm<br>2 = inch | Selects the units of resolution for storage of documents to memory |
| 91 | INK TEST<br>(On) | 1 = Off<br>2 = On | Selects whether or not the machine performs an ink test |
| 92 | RR/RNR TIMER<br>(4 min) | 1 = 1 min<br>2 = 4 min | Selects ECM (Error Correction Mode) T5 timer. (CCITT = 1 min ± 15%) |
| 93-99 | Not Used | | |

### Setting Function Parameters to Solve Communication Problems on the HP FAX-900 and FAX-950

Communication problems are announced by information codes in the 400 to 500 range. For basic problems with the telephone line (unable to dial a station or not answering, for example), consult the User's Guide for the HP FAX-900 and FAX-950.

Table 5-5 shows the function parameters to adjust for specific communication problems in the HP FAX-900 and FAX-950. Adjust both the transmitting and receiving fax machines for best results. If the adjustments do not improve the line quality, set the function parameters of both machines back to the default settings.

**Table 5-8. Compensating for Communication Problems in the HP FAX-900 and FAX-950**

| | Transmitting Fax Machine | | Receiving Fax Machine | |
|---|---|---|---|---|
| | **Function Parameter** | **Function Parameter Setting (From ⇒ To)** | **Function Parameter** | **Function Parameter Setting (From ⇒ To)** |
| For International Communication | 021<br>025 | Invalid ⇒ Valid<br>1st ⇒ 2nd | 018<br><br>024<br>030 | 9600 bps ⇒ 7200, 4800, 2400 bps<br>2100 Hz ⇒ 1080 Hz<br>75 ms ⇒ 1 sec |
| To Equalize Loss (Amplitude Distortion Between Machine and Exchange of Phone Company | | | 013 | 4 dB ⇒ 8 or 12 dB |
| To Cope with Poor S/N Ratio | 010<br>017 | –9 dBm ⇒ 0 to –8 dBm<br>9600 bps ⇒ 7200 to 2400 bps | 011<br>018<br><br>023 | –43 dBm ⇒ –33 or –38 dBm<br>9600 bps ⇒ 7200 to 2400 bps<br>Normal ⇒ Long |
| To Cope with Impulse Noise | | | 100 | 128 ⇒ 256 to 2048 |
| To Cope with Shifted Signal Sequence Caused by Echo | 025 | 1st ⇒ 2nd | 024<br>030<br>032 | 2100 Hz ⇒ 1080 Hz<br>75 ms ⇒ 1 sec<br>Valid ⇒ Invalid |

## Corrective Actions for the HP FAX-900 and FAX-950

Use the procedures described in this section to perform routine corrective actions such as clearing a paper jam, solving document misfeed problems, or resolving a poor print quality problem. The HP FAX-950 is shown in the illustrations, but the procedures are applicable to the FAX-900 also.

### Clearing a Paper Jam

To clear a paper jam, perform the following steps:

1. Open the top cover located just above the automatic document feed cover. Grasp each end of the top cover and lift it open.

2. Remove the jammed paper.

3. Close the top cover.

## Clearing a Document Jam

To clear a document jam in the automatic document feed mechanism, perform the following steps:

1. Remove the document from the document IN tray.
2. Lift open the automatic document feed cover.
3. Remove the jammed paper from the automatic document feed mechanism.
4. Close the automatic document feed cover.

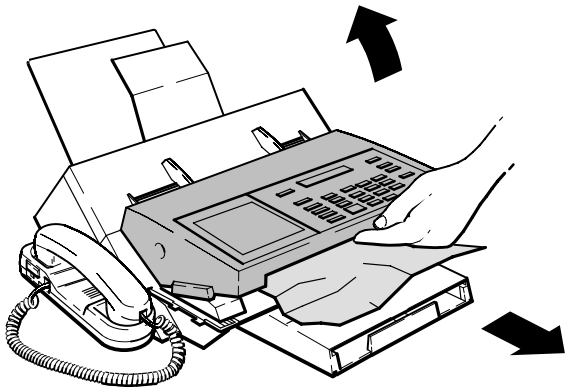


**Figure 5-4. Clearing a Document Jam**

## Correcting Multiple Sheet Feed or Misfeed of Documents

Multiple feeds are when two or more sheets of the document feed through the fax machine at the same time. This condition can be caused by paper that is unusually thin or sticking together because of humidity or other climatic conditions. Documents that are of different types or weights of paper also increase the chances of multiple feeds. Misfeeds can be caused by paper that is unusually thick or of a heavy-weight bond. Also ensure that the document is free of staples, paper clips and is not greasy, or torn.

To alleviate multiple sheet feeding or misfeeds of document pages, your HP FAX-900 has an adjustable pressure plate that you can set to compensate for most paper conditions. This switch is located on the top center edge of the automatic document feeder. The switch positions (1, 2, 3) are embossed in the automatic document feed cover.

Your fax machine also has a paper separator assembly to help separate pages as they go through the automatic document feed mechanism.

To correct multiple sheet feed or misfeed of documents, first try adjusting the pressure plate switch. Instructions for adjusting the pressure plate switch are provided in the following paragraphs. If adjusting the pressure plate switch does not solve the problem, replace the paper separator assembly pad. Instructions for replacing the paper separator assembly pad are contained in chapter 2 starting on page 19.

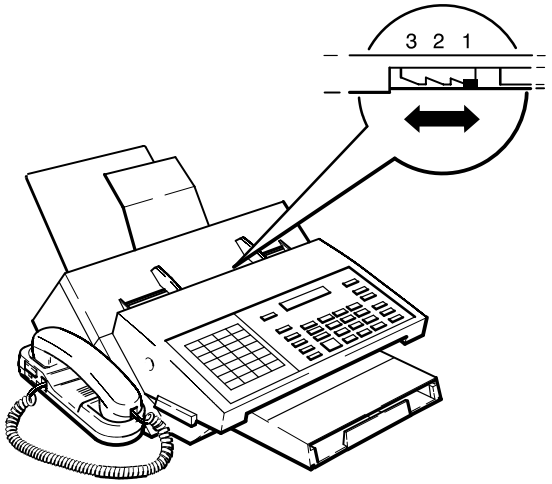
## Adjusting the Pressure Plate Switch

If the document does not feed (misfeed), you can set the pressure plate switch to position 1 to decrease the pressure of the plate. See Figure 5-5.

If the document feeds more than one page at a time (multiple feed), you can set the pressure plate switch to position 3 to increase the pressure of the plate.

Switch position 2 is the normal setting for the pressure plate switch.

Adjust the switch setting as necessary. Set to position 1 if misfeeds (failure to feed) occur. Set to position 3 if multiple sheet feeds occur. Return the switch to position 2 when the fax transmission is completed.



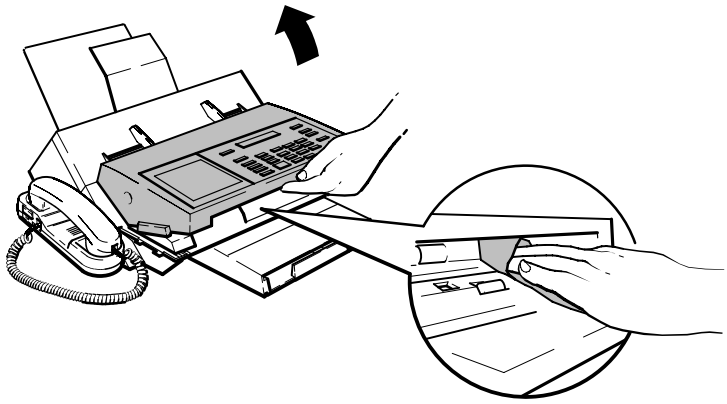

FAX950-21

**Figure 5-5. Adjusting the Pressure Plate Switch (HP FAX-900 and FAX-950)**

## Poor Print Quality

Print quality can be caused by several conditions. Dots, dark streaks or missing lines are visible symptoms. Check and perform each of the items listed below.

- Check print cartridge for ink and proper installation.
- Clean the print cartridge contacts using a swab moistened with isopropyl alcohol or water.
- Ensure that quality paper is used.
- Ensure the contrast, quality and resolution settings are properly set for the type of document being processed.
- Clean the scanner glass and reflective strip using a soft moist cloth, isopropyl alcohol or water is recommended. Do NOT use coarse material or abrasives (cleansers) to clean. Scanner glass is located on the automatic document feed mechanism. The white reflective strip is located on the underside of the automatic document feed cover. Access is limited. Lift open the cover to access the scanner and reflective strip.



FAX950-31

**Figure 5-6. Cleaning the Scanner Glass and Reflective Strip**

- Clean the small rubber rollers located on automatic document feed mechanism. Use a soft cloth and isopropyl alcohol or water. Manually rotate the rollers to clean the entire surface. Access to the roller is limited. Lift open the automatic document feed cover to access the rollers.

### Replacing the Verification Stamp on the HP FAX-950

When the verification stamp mark begins to fade with use, it is recommended to replace the stamp. Contact your local HP authorized fax dealer to order.

The procedure for replacing the verification stamp is in chapter 3 on page 60.

## Diagnostic Codes

The HP fax machine journals (32-transaction reports) contain a diagnostic code to help analyze the facsimile's operation. These diagnostic codes can provide troubleshooting clues by indicating patterns of communication problems. For example, if a customer complains about slow transmissions, a diagnostic code may reveal the the facsimile is falling back to a slower transmission speed.

Figure 5-7 shows the diagnostic code on an individual transmission journal for the HP FAX-900 and FAX-950. The diagnostic code for the HP FAX-700 and FAX-750 is similar but consists of 10 digits instead of 12.

The 32 transaction report for the HP FAX-700 and FAX-750 has a result column that will contain the error code for any error that occurs during a transaction. See Figure 5-8.

**FAX-900/950 JOURNAL**

DIAGNOSTIC

001026020000

20404402C0

∗∗∗∗∗∗∗∗∗∗∗∗ –JOURNAL– ∗∗∗∗∗∗∗∗∗∗∗∗ DATE SEP–01–1993 ∗∗∗∗∗ ME 10:27 ∗∗∗∗∗∗

| NO. | COM | PAGES | FILE | DURATION | X/R | IDENTIFICATION | DATE | TIME | DIAGNOSTIC |
|---|---|---|---|---|---|---|---|---|---|
| 01 | 420 | 000 | | 00:10'41 | RCV | | JUL–13 | 17:39 | 001026020000 |
| 02 | OK | 003 | 001 | 00:01'54 | XMT | ALPHA CORP. | JUL–14 | 18:01 | 20404402C000 |
| 03 | S-OK | 001 | 002 | 00:00'32 | RCV | PARTNERS | JUL–21 | 15:08 | C4142B03C700 |
| 04 | 407 | 001 | | 00:01'35 | XMT | | AUG–09 | 12:46 | C0044903C700 |
| 05 | OK | 001 | 007 | 00:00'23 | SMT | | AUG–10 | 07:55 | C0044903C700 |
| 06 | OK | 007 | 014 | 00:03'57 | RCV | 9442595 | AUG–13 | 12:45 | C0142A0AC000 |

∗∗∗∗∗∗∗∗∗∗∗∗∗∗∗∗∗∗∗∗∗∗∗∗ ( FAX–950 V1.05 ) ∗∗∗∗∗ – 619 534 6501– ∗∗∗∗∗∗∗∗∗∗∗∗

**Figure 5-7. Identifying the Diagnostic Code in a FAX-900/950 Journal**

## FAX-700/750 JOURNAL

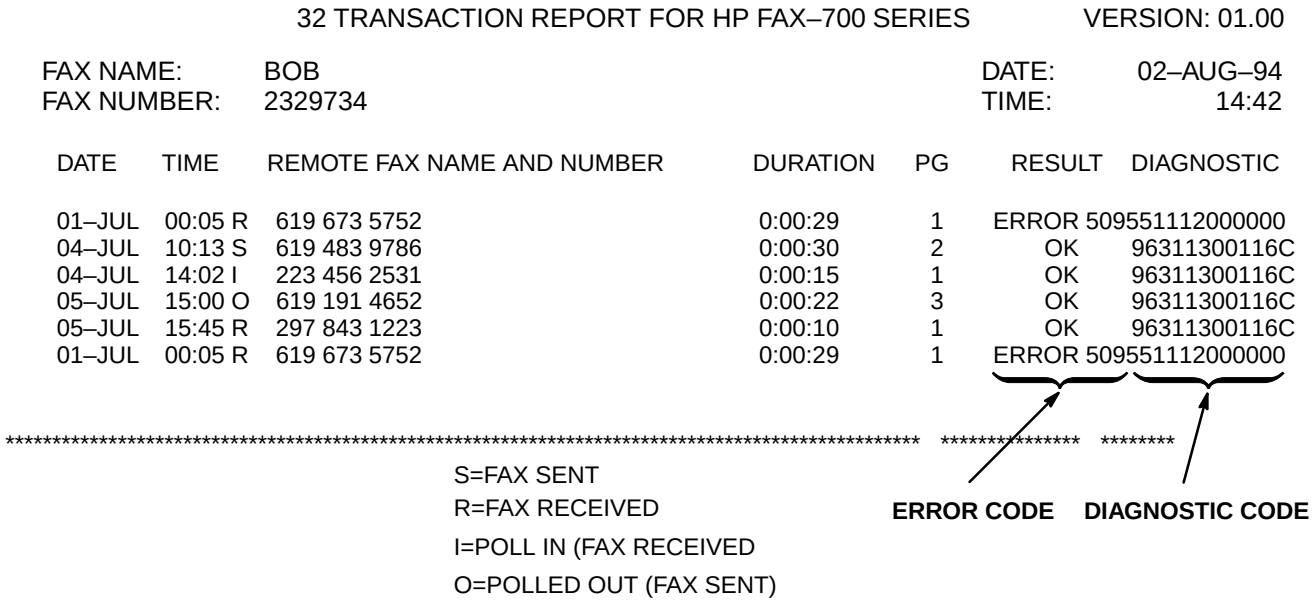

32 TRANSACTION REPORT FOR HP FAX–700 SERIES VERSION: 01.00
FAX NAME: BOB
FAX NUMBER: 2329734
DATE: 02–AUG–94
TIME: 14:42
DATE TIME REMOTE FAX NAME AND NUMBER DURATION PG RESULT DIAGNOSTIC
01–JUL 00:05 R 619 673 5752 0:00:29 1 ERROR 509551112000000
04–JUL 10:13 S 619 483 9786 0:00:30 2 OK 96311300116C
04–JUL 14:02 I 223 456 2531 0:00:15 1 OK 96311300116C
05–JUL 15:00 O 619 191 4652 0:00:22 3 OK 96311300116C
05–JUL 15:45 R 297 843 1223 0:00:10 1 OK 96311300116C
01–JUL 00:05 R 619 673 5752 0:00:29 1 ERROR 509551112000000
S=FAX SENT
R=FAX RECEIVED
I=POLL IN (FAX RECEIVED
O=POLLED OUT (FAX SENT)
ERROR CODE
DIAGNOSTIC CODE

**Figure 5-8. Identifying an Error Code and Diagnostic Code in a FAX-700/750 Journal**

If necessary, refer to the paragraphs under the heading titled, “Printing Reports”in this guide to find out how to print a journal on your particular fax machine.

### Diagnostic Codes for the HP FAX-700 and FAX-750

Table 5-9 through describe how to decode the meaning of each digit in the diagnostic in the FAX-700 and FAX-750.

**Table 5-9. First Digit in the Diagnostic Code for the HP FAX-700 and FAX-750**

| First Digit in Code | Communication Started | G3/G3 N-S | ECM |
|---|---|---|---|
| 0 | No | | |
| 5 | Yes | G3 Standard | |
| 6 | Yes | G3 Standard | Yes |
| 9 | Yes | | |
| A | Yes | | Yes |

**Table 5-10. Second Digit in the Diagnostic Code for the HP FAX-700 and FAX-750**

| Second Digit in Code | Communication Started | Resolution | Coding Method |
|---|---|---|---|
| 0 | No | | |
| 5 | Yes | Normal | MH |
| 6 | Yes | Normal | MR |
| 7 | Yes | Normal | MMR |
| 9 | Yes | Fine | MH |
| A | Yes | Fine | MR |
| B | Yes | Fine | MMR |

**Table 5-11. Third Digit in the Diagnostic Code for the HP FAX-700 and FAX-750**

| Third Digit in Code | Modem Speed |
|---|---|
| 0 | Communication not started |
| 1 | 2400 bps |
| 2 | 4800 bps |
| 3 | 9600 bps |
| 4 | 7200 bps |

**Table 5-12. Fourth Digit in the Diagnostic Code for the HP FAX-700 and FAX-750**

| Fourth Digit in Code | Min Transmission Time |
|---|---|
| 0 | Communication not started |
| 1 | 20 ms |
| 2 | 40 ms |
| 3 | 10 ms |
| 5 | 5 ms |
| 8 | 0 ms |

**Table 5-13. Fifth Digit in the Diagnostic Code for the HP FAX-700 and FAX-750**

| Fifth Digit in Code | Receive Mode |
|---|---|
| 1 | Automatic reception |
| 2 | Manual reception |
| 4 | Automatic dialing |
| 8 | Manual dialing |
| 4 | 7200 bps |

**Table 5-14. Sixth Digit in the Diagnostic Code for the HP FAX-700 and FAX-750**

| Sixth Digit in Code | Receive Mode | Receive Active/Inactive |
|---|---|---|
| 0 | No reception | |
| 1 | Manual | Do |
| 2 | FAX mode | Undo |
| 3 | FAX mode | Do |
| 4 | FAX/TEL mode | Undo |
| 5 | FAX/TEL mode | Do |
| 6 | FAX/TAM w/o silent detection | Undo |
| 7 | FAX/TAM w/o silent detection | Do |
| 8 | FAX/TAM w/ silent detection | Undo |
| 9 | FAX/TAM w/ silent detection | Do |
| A | Distinctive | Undo |
| B | Distinctive | Do |

**Table 5-15. Seventh Digit in the Diagnostic Code for the HP FAX-700 and FAX-750**

| Seventh Digit in Code | Remote Party | Send Start Time | Message Source |
|---|---|---|---|
| 0 | | No send | |
| 1 | 1 location | Real time | Direct |
| 3 | 1 location | Real time | Memory |
| 5 | 1 location | Delayed | Direct |
| 7 | 1 location | Delayed | Memory |
| 9 | Multi-locations | Real time | Direct |
| B | Multi-locations | Real time | Memory |
| D | Multi-locations | Delayed | Direct |
| F | Multi-locations | Delayed | Memory |

**Table 5-16. Eighth Digit in the Diagnostic Code for the HP FAX-700 and FAX-750**

| Eighth Digit in Code | Send | Receive | Polling Send | Polling Receive |
|---|---|---|---|---|
| 1 | | | | Do |
| 2 | | | Do | |

**Table 5-17. Ninth Digit in the Diagnostic Code for the HP FAX-700 and FAX-750**

| Ninth Digit in Code | Voice Request | STOP Key | DCN Reception |
|---|---|---|---|
| 0 | No request | Not depressed | Not received |
| 1 | No request | Not depressed | Received |
| 2 | No request | Depressed | Not received |
| 3 | No request | Depressed | Received |
| 4 | Requested | Not depressed | Not received |
| 5 | Requested | Not depressed | Received |
| 6 | Requested | Depressed | Not received |
| 7 | Requested | Depressed | Received |

**Table 5-18. Tenth Digit in the Diagnostic Code for the HP FAX-700 and FAX-750**

| Tenth Digit in Code | RTN Receive | ID Receive |
|---|---|---|
| 0 | Not received | Not received |
| 1 | Not received | Received |
| 2 | Received | Not received |
| 3 | Received | Received |

The eleventh digit of the diagnostic code is the upper byte of the manufacturer's code. The twelfth digit of the diagnostic code is the lower byte of the manufacturer's code.

## Diagnostic Codes for the HP FAX-900 and FAX-950

Table 5-19 through Table 5-27 describe how to decode the meaning of each digit in the diagnostic in the FAX-900 and FAX-950. **The first digit** in the diagnostic code is the manufacturer code.

**Table 5-19. Second Digit in the Diagnostic Code for the FAX-900 and FAX-950**

| Second Digit in Code | DCN | Stop Button | Voice Contact Requested? | Auto Dialer |
|---|---|---|---|---|
| 0 | | | | |
| 1 | Received | | | |
| 2 | | Pressed | | |
| 3 | Received | Pressed | | |
| 4 | | | Requested | |
| 5 | Received | | Requested | |
| 6 | | Pressed | Requested | |
| 7 | Received | Pressed | Requested | |
| 8 | | | | Yes |
| 9 | Received | | | Yes |
| A | | Pressed | | Yes |
| B | Received | Pressed | | Yes |
| C | | | Requested | Yes |
| D | Received | | Requested | Yes |
| E | | Pressed | Requested | Yes |
| F | Received | Pressed | Requested | Yes |

**Table 5-20. Third Digit in the Diagnostic Code for the FAX-900 and FAX-950**

| Third Digit in Code | Receive Start | ID (TSI or CSI) | Polling Tx in Turnaround Polling |
|---|---|---|---|
| 0 | | | |
| 1 | Automatic | | |
| 2 | Manual | | |
| 3 | | | |
| 4 | | Received | |
| 5 | Automatic | Received | |
| 6 | Manual | Received | |
| 7 | | | |
| 8 | | | Yes |
| 9 | Automatic | | Yes |
| A | Manual | | Yes |
| B | | | Yes |
| C | | Received | Yes |
| D | Automatic | Received | Yes |
| E | Manual | Received | Yes |

**Table 5-21. Fourth Digit in the Diagnostic Code for the FAX-900 and FAX-950**

| Fourth Digit in Code | Relayed SMT | Short Protocol | Password XMT | Deferred Communication |
|---|---|---|---|---|
| 0 | | | | |
| 1 | | | | Yes |
| 2 | Yes | | | |
| 3 | | | | |
| 4 | | Yes | | Yes |
| 5 | | Yes | | |
| 6 | Yes | Yes | | |
| 7 | | | | |
| 8 | | | Yes | |
| 9 | | | Yes | Yes |
| A | Yes | | Yes | |
| B | | | Yes | |
| C | | Yes | Yes | |
| D | | Yes | Yes | Yes |
| E | Yes | Yes | Yes | |

**Table 5-22. Fifth Digit in the Diagnostic Code for the FAX-900 and FAX-950**

| Fifth Digit in Code | Polling RCV Mode | RCV Mode | XMT Mode | Turnaround Polling Mode |
|---|---|---|---|---|
| 0 | | | | |
| 1 | Yes | | | |
| 2 | | Yes | | |
| 3 | | | | |
| 4 | | | Yes | |
| 8 | | | | Yes |
| 9 | | | | |
| A | | Yes | | Yes |
| B | | | | |
| C | | | Yes | Yes |

**Table 5-23. Sixth Digit in the Diagnostic Code for the FAX-900 and FAX-950**

| Sixth Digit in Code | ECM | G3/G3N-S | Memory XMT |
|---|---|---|---|
| 0 | | | |
| 1 | | | |
| 2 | | | |
| 3 | | | |
| 4 | | G3 Standard | |
| 5 | Yes | G3 Standard | |
| 6 | | | Yes |
| 7 | Yes | | Yes |
| 8 | | G3 Standard | |
| 9 | Yes | G3 Standard | |
| A | | G3 Standard | Yes |
| B | Yes | G3 Standard | Yes |

The **Seventh Digit in Code** is always zero (0).

**Table 5-24. Eighth Digit in the Diagnostic Code for the FAX-900 and FAX-950**

| Eighth Digit in Code | Resolution | Encoding |
|---|---|---|
| 0 | | |
| 2 | Standard | MH |
| 3 | Standard | MMR |
| 4 | Fine | MH |
| 5 | Fine | MMR |
| 6 | 300 dpi | MH |
| 7 | 300 dpi | MMR |
| 8 | | |
| A | Standard | MR |
| C | Fine | MR |
| E | 300 dpi | MR |

**Table 5-25. Ninth Digit in the Diagnostic Code for the FAX-900 and FAX-950**

| Ninth Digit in Code | Modem Speed | Polling Tx |
|---|---|---|
| 0 | 2400 bps | |
| 1 | 4800 bps | |
| 2 | 7200 bps | |
| 3 | 9600 bps | |
| 8 | 2400 bps | Yes |
| 9 | 4800 bps | Yes |
| A | 7200 bps | Yes |
| B | 9600 bps | Yes |

**Table 5-26. Tenth Digit in the Diagnostic Code for the FAX-900 and FAX-950**

| Tenth Digit in Code | Scanning Rate |
|---|---|
| 0 | 20 ms/line |
| 1 | 5 ms/line |
| 2 | 10 ms/line |
| 4 | 40 ms/line |
| 7 | 0 ms/line |

The **Eleventh Digit in Code** is always zero (0).

**Table 5-27. Twelfth digit in the Diagnostic Code for the FAX-900 and FAX-950**

| Data | Confidential Communication | RTN Receive |
|---|---|---|
| 0 | | |
| 1 | Yes | |
| 8 | | Received |
| 9 | Yes | Received |

## Remote Diagnostics

Remote diagnostics provide a method of remotely troubleshooting HP fax machines at the customers site. **On the HP FAX-700 and FAX-750,** no special hardware is needed to perform remote diagnostics. Service personnel can remotely retrieve system and journal data from the customer's fax machine, analyze the information, and then transfer settings back to the customer's unit. Service personnel can then poll journals from the repaired machine to verify that the problem is solved. **On the HP FAX-900 and FAX-950,** service personnel with a modified (ROM installed) machine can remotely retrieve system information from the customer's fax machine, analyze the information, and then transfer settings back to the customer's unit. Service personnel can then poll journals from the repaired machine to verify that the problem is solved. The following are some of the benefits of this type of remote diagnostic repair:

- Service personnel can respond quickly to customer needs, decreasing the time the product is inoperative
- Remote diagnostics requires less of the customer's time
- Service personnel can easily verify the repair by retrieving journals on a periodic basis without taking any of the customer's time
- Repair can be done without the customer present

Remote diagnostics may also be valuable when performing a unit exchange of the customer's fax machine. If the customer's unit is capable of transferring and receiving data, customer settings can be transferred to a remote diagnostic unit. Then, after the exchange fax machine is received, the customer's settings (such as function parameter settings and one-touch telephone numbers) can be transferred to the customer's replacement unit. This process saves the customer the time needed to configure the exchanged unit to match the previous machine settings.

**Note** Remote diagnostics require the customer's HP fax machine to be functional and capable of sending and receiving information. On the HP FAX-900 and FAX-950, it must also have function parameter 029 set to ON to remotely diagnose the unit. On the HP FAX-700 and FAX-750, no special parameter setting is required to carry out the remote diagnostic process.

**Note** If ECM (Error Correction Mode) is turned off on either the diagnostic machine or the customer's machine, data is transferred at 300 bps, regardless of the modem speed set by functional parameters 017 (RCV) and 018 (XMT). This may be useful if you suspect that the customer's problem is related to high-speed data transmission.

## Retrievable and Transferable Information

Table 5-28 summarizes retrievable and transferable information using the remote diagnostics function.

**Table 5-28. Retrievable and Transferable Information**

| Information | Retrievable? | Transferable? |
|---|---|---|
| Journals | Yes | No |
| User Parameters | Yes[1] | Yes[1] |
| Relay and Confidential Parameters | Yes[2] | Yes[2] |
| Function/Fax Parameters | Yes | Yes[3] |
| One-touch and Speed-dial Numbers | Yes | Yes |
| Program Keys | Yes | Yes |

[1] Except date and time
[2] Not applicable to the HP FAX-700 and FAX-750 fax machines
[3] Excluding counters and ROM version

## Modifying a FAX-900, or FAX-950 for Remote Diagnostics

The HP FAX-900 and FAX-950 can be modified to be a remote diagnostics station for troubleshooting other fax machines by replacing the existing firmware on the logic PCA with a special diagnostics ROM. Table 5-29 gives the part numbers of the diagnostic ROM required.

**Table 5-29. Diagnostic ROM Part Numbers**

| Fax Model | Part Number |
|---|---|
| 900 | C3510-60014 |
| 950 | C3510-60014 |

**Note** No special diagnostics ROM is required for accomplishing remote diagnostics on the HP FAX-700 and FAX-750 fax machines

## Diagnostic ROM Installation in the HP FAX-900 and FAX-950

To install a diagnostic ROM in the HP FAX-900 or FAX-950, perform the following procedure:

1. Raise the ADF (automatic document feeder).
2. Using a small flat-head screwdriver, remove the cover over the firmware IC. See Figure 5-9.

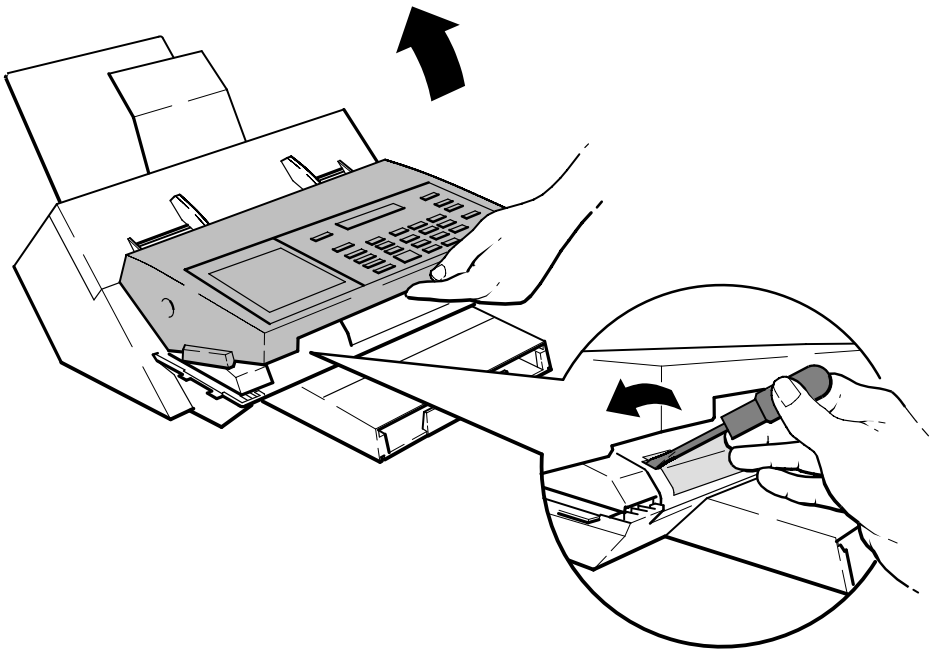


**Figure 5-9. Removing the Firmware IC Cover (HP FAX-900 or FAX-950)**

3. Remove the firmware IC from the logic PCA.
4. Install the remote diagnostic ROM in the firmware ROM socket by aligning the ROM over the socket. Position pin 1 at the front left corner of the IC socket. Press the ROM into place and ensure that no IC pins are bent under the IC.

## Retrieving Customer Data

Function parameter 029 must be set to ON on the diagnostic center's and the customer's machine in the HP FAX-900 and FAX-950. Fax parameter 52 in the HP FAX-900 and FAX-950 (diagnostic password) must be set to the same password in the diagnostic center's machine and in the customer's machine. The center's fax machine and the customer's machine must be the same model.

**Retrievable Information.** The following data can be retrieved from the customer's machine:

- SYS data:
  - User information:
    - ± Logo (FAX-900 and FAX-950 Only)
    - ± ID Number
    - ± Character ID (Also known as station name)
    - ± Polling password (FAX-900 and FAX-950 Only)
    - ± TX password (FAX-950 Only)
    - ± Rx password (FAX-950 Only)
  - Relay and confidential communication parameters (FAX-950 Only)
  - One-touch and speed dial numbers
  - Program keys (FAX-950 Only)
  - Fax parameters and function parameters (including ROM version and counters on the FAX-900 and FAX-950)

- JNL data:
  - 32-transaction journal

## Retrieving SYS and JNL Data on the HP FAX-700 and FAX-750

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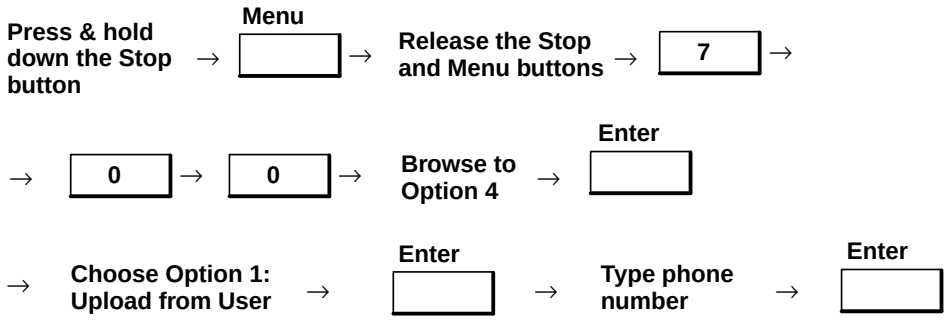
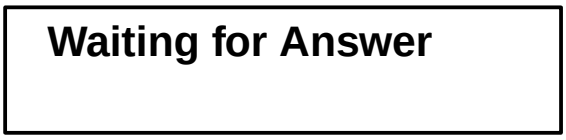
**Caution** The below procedure accesses the service menu level of the fax machine and should not be disclosed to non-HP personnel. Disclosure could result in customers losing data or having their fax machine rendered inoperative.

---

**To retrieve SYS and JNL data on the FAX-700 and FAX-750,** perform the following procedure:




The following messages appear in succession:

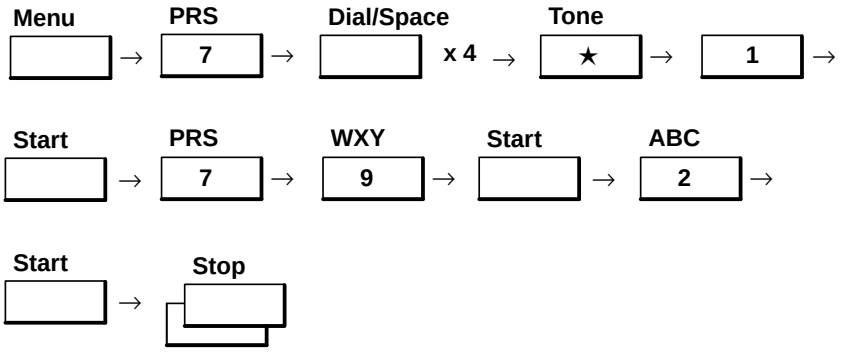



Once the connection is made, the customer's data will be uploaded to customer support. The process is accomplished automatically. Later, before downloading modified function parameters or user settings, customer support people must be sure to explain to the user the details of the changes they plan to make.

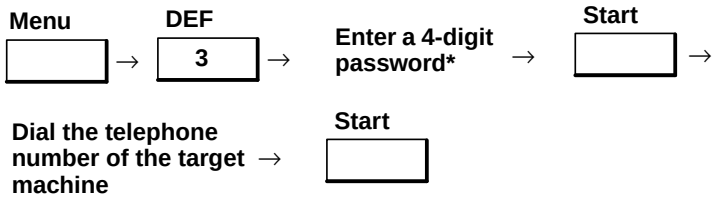
## Retrieving SYS Data on the HP FAX-900 and FAX-950

**To retrieve SYS data from the HP FAX-900 or FAX-950,** perform the following procedure:

1. Set test mode 79 to 2.




2. Poll the customer's machine to retrieve its SYS data.



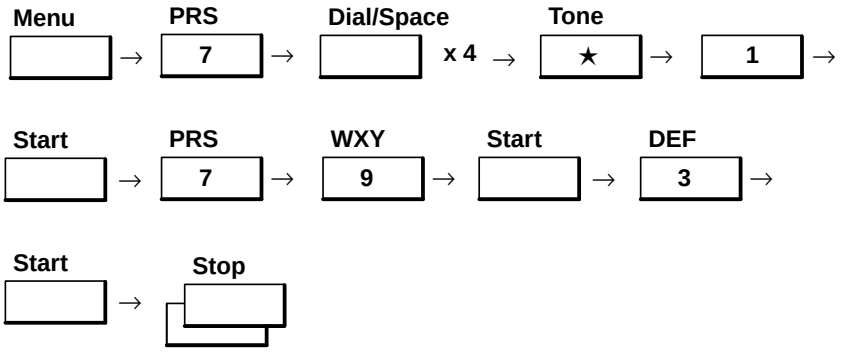

*** The diagnostic center fax machine and the target fax machine must have the same diagnostic password set.**

3. The customer's user data, relay information, one-touch and speed dial numbers, fax parameters, and function parameters replace the diagnostic station's configuration.

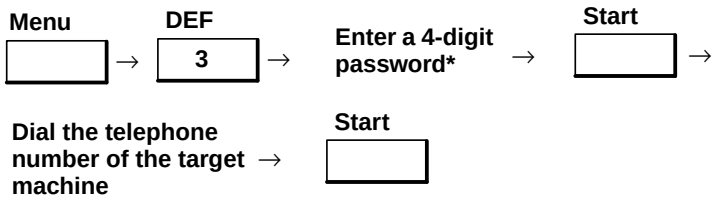
## Retrieving JNL Data on the HP FAX-900 and FAX-950

**To retrieve JNL data from the HP FAX-900 or FAX-950,** perform the following procedure:

1. Set test mode 79 to 3.




2. Poll the customer's machine to retrieve its JNL data.




*** The diagnostic center fax machine and the target fax machine must have the same diagnostic password set.**

3. The customer's 32-transaction journal replaces the diagnostic station's journal.

After the start button is pressed at the end of the step 2 polling process in each of the retrieval procedures, the following displays automatically appear in succession:

```
* DIALING *
123456789
```

```
ON LINE * RCV *
ID:
```

```
DATE & TIME
                nn%
```

## Transferring Data to the Customer's Machine

**On the HP FAX-900 and FAX-950,** function parameter 029 must be set to ON on the diagnostic center's and the customer's machine. Fax parameter 52 in the HP FAX-900 and FAX-950 (diagnostic password) must be set to the same password in the diagnostic center's machine and in the customer's machine. **On the HP FAX-700 and FAX-750,** no special fax parameter settings are required to perform remote diagnostics.

**Transferable Information.** The following SYS data can be transferred to the customer's machine:

- SYS data:
  - User information:
    - ± Logo (FAX-900 and FAX-950 Only)
    - ± ID Number
    - ± Character ID (Also known as station name)
    - ± Polling password (FAX-900 and FAX-950 Only)
    - ± TX password (FAX-900 and FAX-950 Only)
    - ± Rx password (FAX-900 and FAX-950 Only)

- Relay and confidential communication parameters (FAX-950 Only)
- One-touch and speed dial numbers
- Program keys (FAX-950 Only)
- Fax parameters and function parameters (including ROM version and counters on the HP FAX-900 and FAX-950)

### Transferring SYS Data on the HP FAX-700 and FAX-750

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**Caution** Before downloading modified function parameters or user settings, customer support people must be sure to explain to the user the details of the changes they plan to make. Failure to do so can cause the customer to lose some of his favored settings or parameters.

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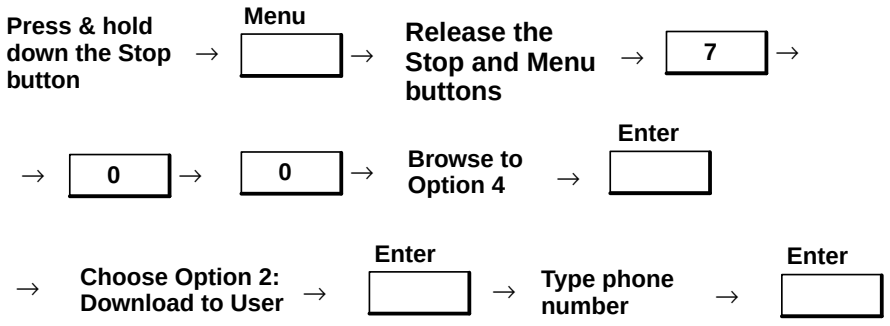
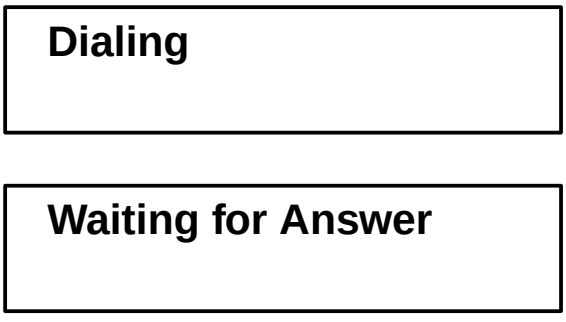
**Caution** The below procedure accesses the service menu level of the fax machine and should not be disclosed to non-HP personnel. Disclosure could result in customers losing data or having their fax machine rendered inoperative.

---

**To transfer SYS data on the FAX-700 and FAX-750**, perform the following procedure:




The following messages appear in succession:

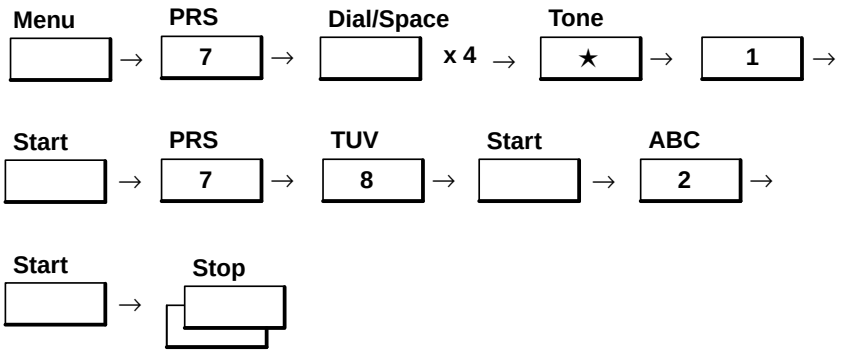



Once the connection is made, customer support data will be downloaded to the user's fax machine. The process is accomplished automatically.

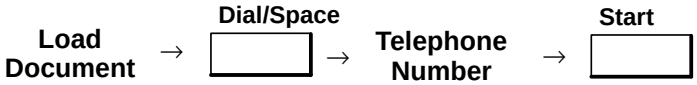
## Transferring SYS Data on the HP FAX-900 and FAX-950

**To transfer SYS data on the FAX-900 and FAX-950,** perform the following procedure:

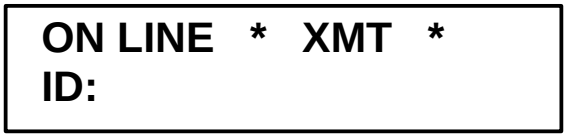
1. Set function parameter 78 to 2 (SYS).



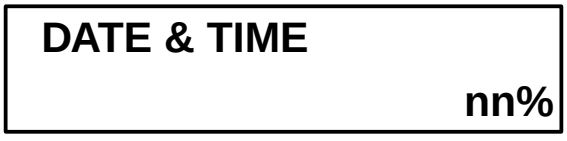

2. Place a document on the ADF, dial the telephone number of the customer's machine, and press the start button:




3. The following displays will appear in succession:



4. Remove the document from the ADF, and a display with the following information will appear:




5. The SYS data of the diagnostic machine has been transferred to the customer's machine.

## Remote Diagnostics Process

Use the following process to adjust settings in a customer's HP fax machine from a customer support diagnostic unit:

1. Retrieve the settings and journal from the customer's machine. Use the information under the heading "Retrieving Customer Data" in this chapter. The settings in the customer support diagnostic unit are modified to that of the customer's settings.

2. Analyze the settings and journal.

3. Adjust the parameters in the customer support diagnostic unit to fix the problem in the customer's unit.

4. Transfer the adjusted setting to the customer's HP fax machine. Use the information under the heading, "Transferring Data to the Customer's Machine" in this chapter.

5. Verify that the problem is fixed by retrieving journals at a later date and analyzing the diagnostic code on the journal.

**Analyzing a Customer's Machine.** Once you have retrieved the information from a customer's HP fax machine, review the diagnostic code digits from the journal and the function parameter settings.

If you received function parameter settings from the customer's machine, print a listing of the function parameter settings. In an HP FAX-900 or FAX-950, look for function parameters not set to the U.S. shipment settings and determine if those settings may be causing the customer's problems. In the HP FAX-700 or FAX-750, determine whether or not a setting might be modified to solve the problem indicated. In the FAX-700 and FAX-750 machines, an information code may be printed on the journal report to indicate the problem.

Read "Setting Function Parameters to Solve Communication Problems on the HP FAX–700 and FAX-750" or "Setting Function Parameters to Solve Communication Problems on the HP FAX–900 and FAX-950" to determine which function parameters to adjust to solve communication problems.

If you received a journal from the customer's machine, print the journal using the instructions in "Diagnostic Codes" in this chapter. See Table 5-30 "Significant Diagnostic Code Digits" for a list of specific diagnostic code digits that may help identify the probable cause. These code digits can be further decoded for the FAX-700 and FAX-750 using Table 5-9 through Table 5-18. These code digits can be further decoded for the FAX-900 and FAX-950 using Table 5-19 through Table 5-27.

---

**Example** On the HP FAX-900 or FAX 950, if digit 5 of the diagnostic code shows that all communication errors occur when receiving documents, the HP fax machine may need an adjustment to a function parameter that affects the reception of documents such as Rx Level, G3 Rx Eql, and Rx Start (function parameters 011, 013, and 018 respectively).

---

**Table 5-30. Significant Diagnostic Code Digits**

| Significant Diagnostic Code Digits | | |
|---|---|---|
| **Diagnostic Code Digit 900/950** | **Diagnostic Code Digit 700/750** | **Description** |
| 2 | 9 | DCN (disconnect) Received? |
| 5 | 8 | Receive Mode?<br>Transmit Mode? |
| 6 | 1 | ECM Used<br>Standard or Non-Standard Group 3 mode? |
| 8 | 2 | Resolution and coding of data. |
| 9 | 3 | Communication Speed. |
| 12 | 10 | RTN received? |

## Test Modes on the HP FAX-900 and FAX-950

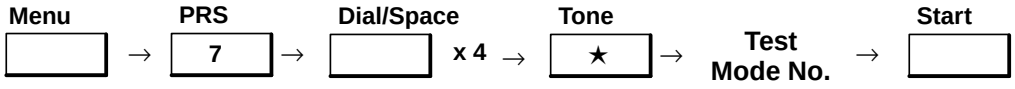
HP fax 900 machines contain internal diagnostics that initialize settings, set fax parameters, and test the product's operation. Some test modes have uses other than for troubleshooting. Table 5-31 summarizes the test modes.

**Table 5-31. List of HP Fax Test Modes on the HP FAX-900 and FAX-950**

| Test Mode Number | Description |
|---|---|
| 0 | Prints a test pattern to check the GPM (graphics print mechanism) |
| 1 | Identifies function parameters for changing settings |
| 3 | Prints a listing of the function parameters |
| 4 | Generates transmission speed signals |
| 5 | Generates fax machine tone signals |
| 6 | RAM initialization |
| 7 | Generates DTMF signals |
| 9 | Tests the document memory RAM |
| 10 | Tests the message window, panel, and scanner LEDs |

### Entering Test Mode on the HP FAX-900 and FAX-950

Test mode is an unlisted choice under Function 7 Set Mode. to reach the test mode menu, use this sequence:




1. From the standby mode (message window showing date and time), press Menu, then press 7.

2. With the message window showing SET MODE NO. =, press Dial/Space four times. The unit sounds an error beep each time you press Dial/Space. This is normal.

3. Press "★".

4. With the message window showing SET MODE NO. = (ENTER 0 - 10), press any number 0 through 10 to select test modes 0 through 10. See Table 5-31 for a list of test mode numbers.

5. Press Start to enter the test mode.

6. Press Stop to exit test mode (if necessary) and return to standby mode.

## Test Mode 0 on the HP FAX-900 and FAX-950 (Printing a GPM Self-Test Pattern)

When test mode 0 is selected and the Start button is pressed, the HP fax machine will cause the GPM (graphics print mechanism) to print a test pattern. See Figure 5-10 for an illustration of the typical test pattern generated in test mode 0.

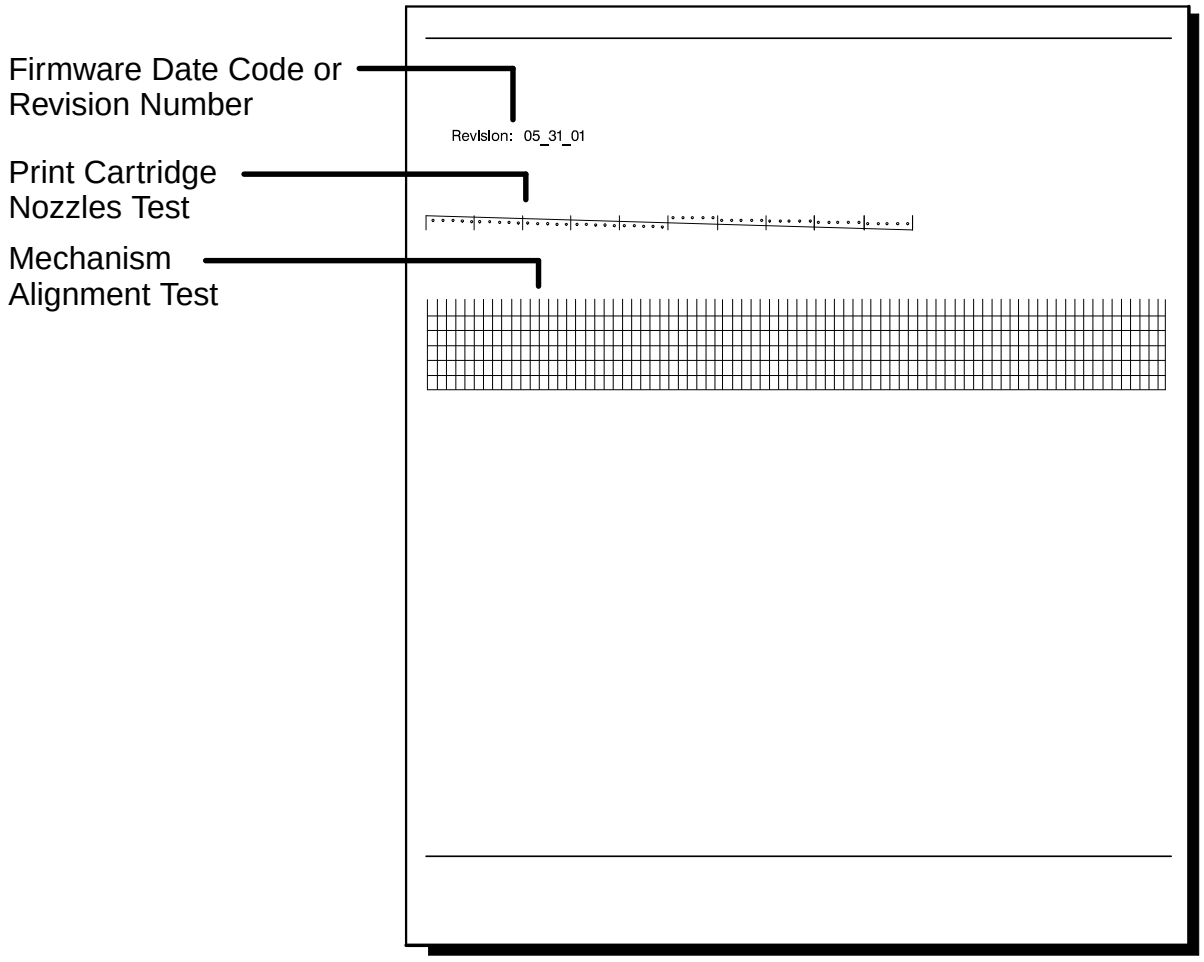



**Figure 5-10. GPM Self-Test Pattern (Test Mode 0)**

### Test Mode 1 (Changing Function Parameters) on the HP FAX-900 and FAX-950

The use of test mode 1 to change function parameters has already been described in this chapter under the following heading, “Changing the Function Parameters on the HP FAX-900 and FAX-950 (Test Mode 1).”

### Test Mode 3 (Listing Function Parameter Settings) on the HP FAX-900 and FAX-950

The use of test mode 3 to produce a list of function parameters has already been described in this chapter under the heading, “Listing the Function Parameter Settings on the HP FAX-900 and FAX-950 (Test Mode 3).”

### Test Mode 4 and Test Mode 5 (Factory Only) on the HP FAX-900 and FAX-950

These modes are used for factory or repair center testing.

### Test Mode 6 (Initializing Fax Machine Memory) on the HP FAX-900 and FAX-950

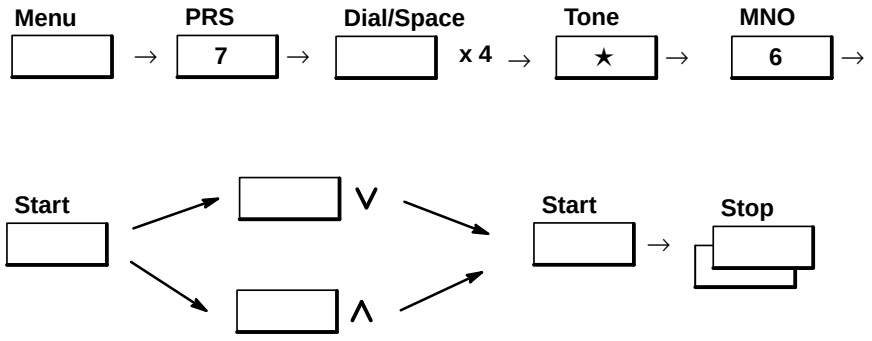
Use test mode 6 to initialize the fax machine memory or to initialize the function parameters to their default settings. Procedures for accomplishing initialization follow.

---

**Caution** **Do not** initialize the fax machine RAM to the “**MANUFACTURE SET**” setting. Doing so will render the machine **unusable**.

---

**To initialize the HP FAX-900 or FAX-950,** perform the following procedure:




**Note: It is possible to enter a code from Table 5-32 in order to initialize RAM data instead of pressing ∧ or ∨ to select the data to be initialized. The fax machine will immediately initialize after the last digit of the code is pressed.**

---

**Exit Note** If, after cycling through the choices of RAM data to be initialized, you decide not to initialize any of the choices, press the stop button twice to exit test mode 6 and return the fax machine to standby mode.

---

1. With the fax machine in standby mode (message window showing date and time), press Menu, then press 7.
2. With the message window showing SET MODE NO. =, press Dial/Space four times. The unit sounds an error beep each time you press Dial/Space. This is normal.

3. Press "★."

4. With the message window showing TEST MODE NO.= (ENTER 0 - 10), press 6 to select test mode 6.

5. Press Start.

6. Press ∧ or ∨ to select the desired memory setting to initialize. (See note for alternative method using code.)

---

**Note** If you choose the "SHIPMENT SET" selection, the message "RESET COUNTER? (1:YES 2:NO)" appears. Enter the desired response. Then proceed to step 7.

---

7. Press Start.

---

**Note** If you chose the "ALL JOBS CLEAR" or the "SHIPMENT SET" selection, the fax machine will completely initialize the RAM, run the self-test, and return to standby mode. Step 8 will not be needed in those cases.

---

8. Press the Stop button twice to return to standby mode.

**Table 5-32. RAM Initialization Table**

| Two-Digit Code | Initialize Mode | Description |
|---|---|---|
| 99 | Shipment Setting (A) | Deletes all setting information except for function parameters 080 and 081, then sets default values. |
| 98 | Shipment Setting (B) | Deletes all setting information except for function parameters 061, 080, and 081, then sets default values. |
| 1# | Manufacturing Setting | Sets manufacturing testing values. Used **only** during manufacturing. **Initializing to this setting will render your fax machine unusable.** |
| 19 | All jobs clear | Clears all jobs. |
| 13 | One-touch/Speed dial clear | Clears one-touch and speed-dial numbers. |
| 12 | Journal Clear | Clears contents of journals. |
| ⁎ | Parameter Initialize | Restores parameter settings to default values. |
| 10 | Logo/ID/Password clear | Clears the logo, ID, and polling password. |

## Test Mode 7 (Factory Only) on the HP FAX-900 and FAX-950

Test mode 7 is used for factory or repair center testing.

## Test Mode 9 (Testing Image Memory) on the HP FAX-900 and FAX-950

Test mode 9 is entered for each fax machine as shown at the beginning of this section. After the Start button is pressed, the message window will identify any image memory test errors and indicate whether it is a system memory error (document memory on the logic PCA or an optional memory error (document memory on the optional memory card).

- If the error is in the system memory section, the fax machine is not usable. Return the machine for repair.
- If the error occurs in the optional image memory, the fax machine will operate as a standard unit with no installed optional memory. Replace the optional memory card.

Press the Stop button to return to the standby mode.

### Test Mode 10 (Testing LED and LCD Lights) on the HP FAX-900 and FAX-950

Test mode 10 is entered for each fax machine as shown at the beginning of this section. After the Start button is pressed, the message window will show the pattern in Figure 5-11.

**Figure 5-11. Control Panel Display Test Pattern**

The Contrast, Resolution, and Photo LEDs will blink on the HP FAX–900 and FAX-950. The Memory and Scanner LEDs will light in the HP FAX-900. The Stamp, Memory and Scanner LEDs will light in the HP FAX–950.

Press the Stop button twice to return to the standby mode.

## Test Modes on the HP FAX-700 and FAX-750

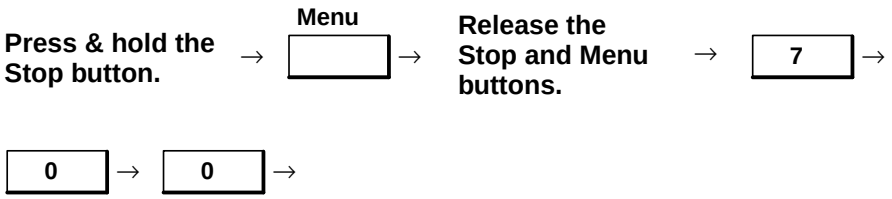
HP fax 700 machines contain internal diagnostics that initialize settings, set fax parameters, and test the product's operation. Some test modes have uses other than for troubleshooting. Table 5-33 lists the test modes.

**Table 5-33. List of HP Fax Test Modes on the HP FAX-700 and FAX-750**

| Mode Number | Mode Name |
|---|---|
| 01 | Print Tests |
| 02 | Pen Recovery |
| 03 | Self Test |
| 04 | Remote Diagnostics |
| 05 | Function (Technical) Parameters |
| 06 | Calibration Tests – Not implemented |
| 07 | Agency Compliance – Do not access |
| 08 | Scanner Test Mode – Do not access |
| 09 | Memory Clear – Do not access |
| 10 | PC Inter Face – Not implemented |
| 11 | Service Default – Do not access |
| 12 | Service Report – Lists Technical Parameters |

## Entering Test Mode on the HP FAX-700 and FAX-750

**To reach the test mode menu on the HP FAX-700,** press buttons in the following sequence:




The following message appears in the message (LCD) window:

**Service Menu (01–12)**
**01: Print Tests**

You are now at the test (service menu) level. Use the up or down arrow button to browse through the test modes available. When the service menu selection you wish to perform is in the message window follow the instructions under the heading for each test to perform the test.

## Test Mode 01 (Print Tests) on the HP FAX-700 and FAX-750

While the "01: Print Tests" is in the message window, press the Enter button. Use the up or down arrow button to browse through the available print tests. The available tests are as follows:

- Skew/Nozzle Check

  Checks that all pen nozzles are firing.

  Checks that the pen nozzles are firing at the top and bottom lines of the print area.

- Smear Check

  Prints a very fine mesh of lines over the entire print area. Any tendency toward smearing will be revealed by this test.

- Black Pattern

  Prints a heavy dark pattern over the entire print area. Clogged pens or pens that are not firing due to breaks in the firing circuitry will be revealed by this test.

- Bi-Dir Skew Check

  Prints 6 horizontally oriented bands of vertical lines. Each band is labeled with a print delay number (11 through 16). The print delay for the Skew/Nozzle Check (print test 1) is set for each fax machine at the factory to the level that provides the straightest vertical lines.

---

**Caution** When performing test number 01, the skew/nozzle check, do not alter the print delay setting, Doing so will adversely affect machine output.

---

**To perform any of the print tests,** press the Enter button while the test is in the message window. If you are running tests 2, 3, or 4, type the number of copies you want (1 to 99) and press the Enter button. If you are running test 1, press

the Enter button twice. Then type the number of copies you want (1 to 99) and press the Enter button. When the print test is over, the fax machine will return to the service menu level.

**To exit the print test level and return to the service menu level,** press the Stop button once. To return the machine to the standby mode, press the Stop button again.

### Test Mode 02 (Pen Recovery) on the HP FAX-700 and FAX-750

**To perform any of the pen recovery test,** press the Enter button while the test is in the message window.

The pen recovery tests attempts to clear any clogged pen nozzles by firing each nozzle 64 times. After firing the nozzles, the fax machine automatically prints the Skew/Nozzle Check; so that the user can determine the success of the pen recovery test.

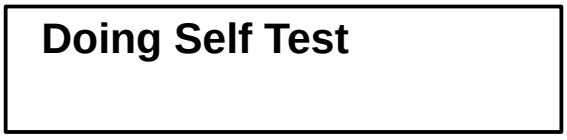
When the pen recovery test is complete, the fax machine returns to the service menu level. To return the machine to the standby mode, press the Stop button.

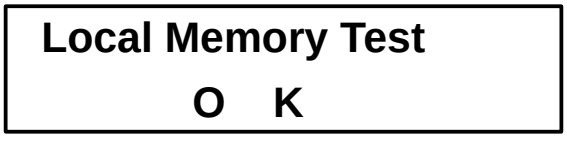
### Test Mode 03 (Self Test) on the HP FAX-700 and FAX-750

**To perform any of the self tests,** press the Enter button while "03: Self Test" is in the message window. Use the up or down arrow keys to browse to the self test you want to run. Then press the Enter button to run the test. The available tests are as follows:

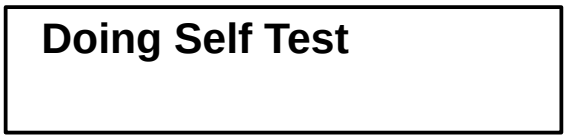
- Document Mem Test – When this test is successfully completed, the following messages will appear in the message window, and the fax machine will return to the service menu level:

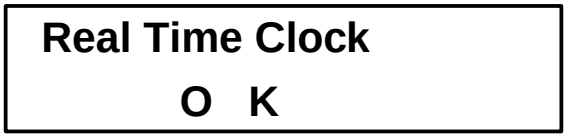
- Local Memory Test – When this test is successfully completed, the following messages will appear in the message window, and the fax machine will return to the service menu level:



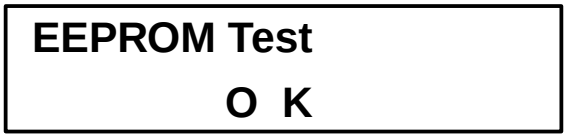



- Real Time Clock – When this test is successfully completed, the following messages will appear in the message window, and the fax machine will return to the service menu level:

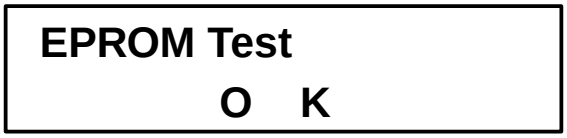


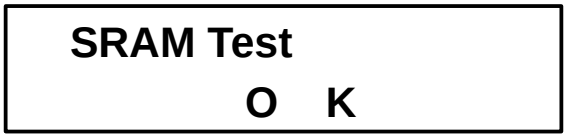

- EEPROM Test – When this test is successfully completed, the following messages will appear in the message window, and the fax machine will return to the service menu level:




- Non-Vol Mem Test – Not implemented. The Stop button must be pressed to exit this test and return to the service menu level.
- LED Test – All LEDs blink. The Stop button must be pressed to exit this test and return to the service menu level.
- LCD Test – All LCD alpha-numeric position blocks blink on (black) and off. When the LCD alpha-numeric blocks are off, the message “Doing Self Test” is visible in the message window.
- EPROM Test – When this test is successfully completed, the following messages will appear in the message window, and the fax machine will return to the service menu level:



- SRAM Test – When this test is successfully completed, the following messages will appear in the message window, and the fax machine will return to the service menu level:




If a self test is unsuccessful, the letters NG will replace the letters OK in the above displays.

### Test Mode 04 (Remote Diagnostics) on the HP FAX-700 and FAX-750

The remote diagnostic tests were described beginning on page 5-54.

### Test Mode 05 (Function Parameters) on the HP FAX-700 and FAX-750

Press the Enter button when "05: Function Parameters" is in the message window. This action moves the fax machine to the function parameters test level. Use the up or down arrow buttons to browse through the function parameters. Details of how to list the current settings of the function parameters and how to modify them were given earlier in this chapter.

### Test Mode 06 (Calibration Tests) on the HP FAX-700 and FAX-750

When these tests are implemented it is recommended that only central repair facilities access them.

### Test Mode 07 (Agency Compliance) on the HP FAX-700 and FAX-750

It is not recommended that this mode be accessed.

### Test Mode 08 (Scanner Test Mode) on the HP FAX-700 and FAX-750

When these tests are implemented it is recommended that only central repair facilities access them.

### Test Mode 09 (Memory Clear) on the HP FAX-700 and FAX-750

It is not recommended that this mode be accessed.

### Test Mode 10 (PC Inter Face) on the HP FAX-700 and FAX-750

This mode is not implemented.

### Test Mode 11 (Service Default) on the HP FAX-700 and FAX-750

It is recommended that only central repair facilities access this mode. **Auto dial numbers will be erased.**

### Test Mode 12 (Service Report) on the HP FAX-700 and FAX-750

This mode is used to list the current and standard settings of the service parameters and was previously described.

# 6

# Service and Support Information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## Product Warranty

The HP fax products described in this manual are warranted against defects in materials and workmanship for a period of one year. During the warranty period, HP will, at its option, either replace or repair products which prove to be defective. In the U.S., defective units are replaced via the Express Exchange program, or as a Standard Return.

## HP Express Exchange

In the U. S., HP will deliver a remanufactured replacement unit to the user the next business day when notified before 4:00 pm (PST) and arrange for return to HP of the non-working unit. Outside the U.S., the remanufactured replacement units will be shipped on the day ordered via premium air carrier, but may not arrive next day depending upon user location.

## Standard Return (U. S. only)

If the user wants to keep the fax product they purchased, HP will repair the original unit and return it to the owner within two business days (plus shipping time).

## HP Extended Warranties

HP fax dealers and resellers may market HP SupportPack, and enable end-users to obtain a full three years of support. HP SupportPack must be purchased by the end-users within the first 30 days of the product purchase from a reseller. For more information about HP SupportPack contact your HP sales representative if you are an HP authorized dealer, or an HP authorized distributor if you are an HP fax reseller.

Annual service contracts are available directly from HP for end-users who did not purchase HP SupportPack. Service contracts may be purchased at any time and become effective 30 days after the date of purchase. For more information, read the section in this chapter titled, “Service Contracts from HP” and contact HP Direct Marketing Services at 1-800-835-4747.

## U.S. HP Fax Support Programs

HP authorized dealers who have signed a current U.S. Dealer Channel Agreement are eligible to participate in the HP Dealer Premier Support Program. Contact your HP sales representative if you are interested in obtaining information about qualification requirements to market HP products. The Dealer Premier Support Program is described later in this chapter. Complete guidelines may be obtained by ordering part number 5091-1927EUS from the Customer Information Center (800) 752-0900.

Resellers of HP fax products who have purchased products through an HP authorized distributor are eligible to participate in the HP Fax Service Provider Program. The HP Fax Service Provider Support Program is described later in this chapter. The Program Guide may be obtained by ordering part number 5091-1927EUS from the Customer Information Center (800) 752-0900, or from HP FIRST. (See Resources for HP Authorized Dealers.)

## Returning the FAX Machine For Service

If it is determined that the fax machine must be sent to Hewlett-Packard for service, it must be packed in a protective carton. If the original shipping carton cannot be used, a new carton can be ordered from HP Corvallis Service Center, 1030 N.W. Circle Blvd., Corvallis, OR 97330, Telephone (503) 715-2035.

## HP Support Information

Hewlett-Packard stands behind its products with a number of service and support resources ready to answer your product related questions. These services include:

- HP FIRST
- HP Customer Information Center
- HP Customer Support Center
- Service Parts ID Bulletin Board
- HP Dealer Support Center
- HP Corvallis Service Center
- Parts Identification
- HP Forum on CompuServe

## Resources for U.S. Customers

Table 6-1, U.S. Customer Resources, provides the Hewlett-Packard organizations for customers to call for various types of product support, the telephone number of each organization, the information or resource provided, and the hours of operation of the organization. This table is only for U.S. resources. Canadian resources are provided later in this chapter.

The customer resources should be used before calling the Customer Support Center. Only call the Customer Support Center if the other customer resources listed do not provide the information needed or resolve the problem.

**Table 6-1. U.S. Customer Resources**

| Organization | Telephone Number | Support Provided | Hours of Operation |
|---|---|---|---|
| Local Support | (800) 243-9816 | Help in locating nearest HP authorized dealer | 24 hours per day<br>7 days per week |
| HP Audio Tips<br><br>(24-hour automated support service) | (800) 333-1917 | Pre-recorded help messages for common questions and information on other HP customer resources | 24 hours per day<br>7 days per week |
| HP FIRST Fax<br><br>(24-hour automated support service) | (800) 333-1917<br>(Must call using a Group 3 fax machine) | Detailed product support information on common software applications and troubleshooting tips (all sent by facsimile) | 24 hours per day<br>7 days per week |
| HP Download Service<br><br>(real time access over modem) | (208) 344-1691 | Electronic download of HP product information, troubleshooting hints and updated HP printer driver information | 24 hours per day<br>7 days per week |
| CompuServ | (800) 524-3388<br>(Must be a subscriber, ask for agent #51, CompuServ connect charges apply to caller | Interactive dialog with worldwide HP customer community for the exchange of information | 24 hours per day<br>7 days per week |
| Internet<br><br>(HP ftp site) | ftp address: 192.6.71.2<br>or<br>ftp-boi-external.hp.com | Information on products, printer drivers and support for anyone with ftp access to the Internet | 24 hours per day<br>7 days per week |

**Table 6-1. U.S. Customer Resources (Continued)**

| Organization | Telephone Number | Support Provided | Hours of Operation |
|---|---|---|---|
| Printer drivers by mail | (303) 339-7009 | Printer drivers may be obtained by contacting the software application manufacturer, however, HP distributes some of the most popular software applications | 24 hours per day<br>6 days per week,<br>closed Sundays |
| HP Customer Information Center | (800) 752-0900 | Ordering of User's guides, technical reference guides and other literature | 6:00 am - 5:00 pm PST<br>weekdays |
| HP Direct | (800) 538-8787 | Customer-orderable supplies and accessories, except documentation | 6:00 am - 5:00 pm PST<br>weekdays |
| HP North American Response Center | (800) 633-3600 | HP service contract information | 7:00 am - 6:00 pm PST<br>weekdays |
| Post Warranty Support<br><br>(fee-based support) | (900) 555-1500<br>($2.50 per minute U.S., charges start only when you connect with a support technician)<br>or<br>(800) 999-1148<br>($25.00 fee per call U.S., Visa or MasterCard)<br>*prices subject to change without notice | Post warranty assistance on product questions and the most common software applications | 7:00 am - 6:00 pm MST<br>Mon, Tu, Th, Fri<br>7:00 am - 4:00 pm MST<br>Wed |
| HP Customer Support Center | (208) 323-2551 | Technical Assistance with setup, operation, repair information and exchange program information | 7:00 am - 6:00 pm MST<br>Mon, Tu, Th, Fri<br>7:00 am - 4:00 pm MST<br>Wed |

## Resources for Resellers

Table 6-2 provides the Hewlett-Packard organizations for HP fax service providers to call, the telephone number of each organization, the information or resource provided, and the hours of operation of the organization.

**Table 6-2. Reseller Resources**

| Organization | Telephone Number | Support Provided | Hours of Operation |
|---|---|---|---|
| HP Customer Support Center<br>11311 Chinden Blvd.<br>Boise, ID 83714 | (208) 323-2551 | Technical Assistance on HP inkJet printer and fax products<br>Questions about HP Fax Service Provider final exam program | 7:00 am - 6:00 pm PST Mon, Tu, Th, Fri<br>7:00 am - 4:00 pm PST Wed |
| HP Customer Information Center | (800) 752-0900 | Product literature | 6:00 am - 5:00 pm PST |
| HP Corvallis Service Center<br>1030 N.W. Circle Blvd.<br>Corvallis, OR 97330 | (503) 715-2035 | Order shipment or return remanufactured exchange unit | 7:00 am - 4:30 pm PST |
| Parts Direct Ordering | (800) 227-8164 | Order stocking remanufactured exchange units and accessory parts | 6:00 am - 5:00 pm PST |
| Hewlett-Packard Co<br>5301 Stevens Creek Blvd.<br>Santa Clara, CA 95052-8059<br>Attn: HP Dealer Premier Support Service Authorization | (800) 835-4747 | Final exam mailing address for HP Fax Service Provider program<br>Must have HP Dealer Service contract and dealer ID number | 7:30 am - 4:00 pm PST |
| Parts Identification | (916) 783-0804 | HP parts identification | 6:00 am - 3:00 pm PST |
| Service Parts ID bulletin board | (916) 785-5945<br>(Must call using a Group 3 fax machine) | On Line Parts data base (all by facsimile) | 24 hours per day<br>7 days per week |
| HP FIRST | (800) 333-1917<br>(Must call using a Group 3 fax machine) | Product data sheets, accessory and service contract information (all by facsimile) | 24 hours per day<br>7 days per week |

## Resources for HP Authorized Dealers

Table 6-3 below provides the Hewlett-Packard organizations for HP authorized dealers to call, the telephone number of each organization, the information or resource provided, and the hours of operation of the organization.

**Table 6-3. HP Authorized Dealers Resources**

| Organization | Telephone Number | Support Provided | Hours of Operation |
|---|---|---|---|
| HP Customer Information Center | (800) 752-0900 | Product literature | 6:00 am - 5:00 pm PST |
| HP Corvallis Service Center<br>1030 N.W. Circle Blvd.<br>Corvallis, OR 97330 | (503) 715-2035 | Order shipment or return remanufactured exchange unit | 7:00 am - 4:30 pm PST |
| HP Dealer Support Center | (800) 544-9976 | **HP Authorized Dealer/ HPSR Only**, Pre- & Post-Sales Support | 24 hours per day<br>7 days per week |
| Parts Direct Ordering | (800) 227-8164 | Order stocking remanufactured exchange units and accessory parts | 6:00 am - 5:00 pm PST |
| Parts Identification | (916) 783-0804 | HP parts identification | 6:00 am - 3:00 pm PST |
| Service Parts ID bulletin board | (916) 785-5945<br>(Must call using a Group 3 fax machine) | On Line Parts data base (all by facsimile) | 24 hours per day<br>7 days per week |
| HP FIRST | (800) 333-1917<br>(Must call using a Group 3 fax machine) | Product data sheets, accessory information, service contract pricing (all by facsimile) | 24 hours per day<br>7 days per week |

## Resources for Canadian Product Support

Table 6-4 lists the Hewlett-Packard organizations for Canadian product support. This table is only for Canadian resources.

**Table 6-4. Canadian Product Support Resources**

| Organization | Contact | Support Provided | Hours of Operation |
|---|---|---|---|
| Local Support | (800) 387-3867 | Help in locating nearest HP authorized dealer | 24 hours per day<br>7 days per week |
| | From Toronto:<br>(905) 206-4727<br>From rest of Canada:<br>(800) 387-3154 | Ordering of supplies and accessories | |
| HP Audio Tips<br><br>(24-hour automated support service) | (800) 333-1917 | Pre-recorded help messages for common questions and information on other HP customer resources | 24 hours per day<br>7 days per week |
| HP FIRST Fax<br><br>(24-hour automated support service) | (800) 333-1917<br>(Must call using a Group 3 fax machine, all info sent by facsimile) | Detailed product support information on common software applications and troubleshooting tips | 24 hours per day<br>7 days per week |
| HP Download Service<br><br>(real time access over modem) | (208) 344-1691 | Electronic download of HP product information, troubleshooting hints and updated HP printer driver information | 24 hours per day<br>7 days per week |
| CompuServ<br>(Must be a subscriber, ask for agent #51) | (800) 524-3388,<br>(CompuServ connect charges apply to caller) | Interactive dialog with worldwide HP customer community for the exchange of information | 24 hours per day<br>7 days per week |
| Internet<br><br>(HP ftp site) | ftp address: 192.6.71.2<br>or<br>ftp-boi-external.hp.com | Information on products, printer drivers and support for anyone with ftp access to the Internet | 24 hours per day<br>7 days per week |
| HP Canada Customer Support Center | Eastern Canada<br>(800) 268-1221<br>Western Canada<br>(800) 361-9791 | Technical Assistance with setup, operation, repair, and exchange program information | 7:00 am - 4:00 pm<br>weekdays |
| HP Canada Customer Information Center | HP Canada Customer Information Center<br>5150 Spectrum Way<br>Mississauga, Ontario<br>L4W 4V1 | Mailing address for correspondence | |
| Post-Warranty Support<br><br>(fee-based support) | (800) 999-1148<br>($25.00 fee per call,,<br>Visa or MasterCard)<br>*prices subject to change without notice | Post-warranty assistance on product questions and the most common software applications | 7:00 am - 6:00 pm MST<br>Mon, Tu, Th, Fri<br>7:00 am - 4:00 pm MST<br>Wed |

# HP Dealer Premier Support Program

## Hardware Support – HP's Centralized Repair Services

## Features and Benefits

HP's centralized repair services are used to support HP fax products that have an Express Exchange Warranty. Repairs on these products are performed only at the HP Customer Service Center in Corvallis, Oregon. Under the HP Support Provider option, you provide service for these products, not physical repair.

HP's centralized repair services simplify repairs for you. You no longer need to plan for or invest in repair parts inventory for these products. Thus, you can concentrate on providing for other products. Service authorization training is simpler and less time consuming, since the technicians focus on verifying problems, not repairing units. You can still provide value added services to your customers, such as delivery and installation, even during the warranty period.

There are two centralized repair services:

- HP Express Exchange service
- HP Customer Return Repair service

## HP Express Exchange Service

With HP Express Exchange service, you arrange for your customer to receive a replacement unit delivered to the customer's door by premium air carrier on the day after your help desk calls HP. You may choose to assist your customer in returning the defective unit to HP or installing the new one. You pay HP on a per-incident basis for products out of warranty, and charge your customers as you normally would.

## HP Customer Return Repair Service

HP Customer Return repair service allows you to return your customer's product to the designated HP Customer Service Center for repair and return. Repair time on the bench is 2 working days (shipping times excluded). If the unit is out of warranty, you pay HP on a per-incident basis and charge your customers as you normally would.

If your technician is service-authorized on products eligible for HP's centralized repair services, these services are available to you as an HP support provider on a per-incident basis.

## Your Responsibilities

You are responsible for the return to the HP Customer Service Center of any defective unit that you have had replaced through the HP Express Exchange service.

## Ordering HP Express Exchange Service

To have a unit replaced through HP Express Exchange service:

1. Contact the HP Customer Service Center in Corvallis, Oregon at (503) 750-2035.
2. HP will ask for your technician's service authorization (CZ) number, as well as information about your dealership and customer location.
3. HP will send the replacement unit to the location you designate. The replacement unit will be sent out that day via premium air carrier if your technician calls before 4:00 pm Pacific time.
4. Once the replacement unit is received, you or your customer return the defective unit to the HP Customer Service Center in Corvallis, using the packing material, pre-addressed, postage-paid mailing labels, and other mailing materials which were shipped with the replacement unit.

### Ordering HP Customer Return Repair Service

To have a unit repaired through HP Customer Return Repair service:

1. Contact the HP Customer Service Center in Corvallis, Oregon at (503) 750-2035.
2. Follow HP's instructions for packaging and shipping the unit to the HP Customer Service Center in Corvallis. If the unit is being returned for service under warranty, you should request a package of pre-addressed, post-age-paid mailing labels for future use from HP at the telephone number above.
3. Once HP returns the repaired unit, assist your customer in reinstalling the unit, as you choose.

### Filing Warranty Claims for HP's Centralized Repair Services

Follow the standard procedures for filing warranty claims for HP fax products. Your technician must be service authorized to make you eligible to receive warranty reimbursements. HP fax products supported through HP's centralized repair services require troubleshooting on your part. HP pays you a warranty reimbursement when you provide this service. Assist the customer in returning the defective product to the HP Customer Service Center in Corvallis.

### Prices and Invoices

Prices for HP's centralized repair services are available on HPNN, or by calling HP at (503) 750-2035. HP offers a 20 percent discount off the HP standard repair (STREP) price for the eligible products.

HP will invoice you for service on a net 30-day basis.

## HP Fax Service Provider Program

### Program Information

**About the Program.** The HP Fax Service Provider Program helps you to maintain a close relationship with your customers by becoming their primary support provider. You design and price support services to meet your customers' needs, as well as control the support business and receive ongoing income from support contracts you sell.

As an HP Fax Service Provider, you provide service for HP fax products, not physical repair. Your value-added role as a service provider is to offer a higher level of service by providing fast, efficient, same-day or next-day, on-site exchanges. Customers may call you for support, or to determine if their unit is defective and to perform an exchange if necessary.

**Benefits to You.** The HP Fax Service Provider Program benefits you in the following ways:

- 35% discount on HP accessory parts and remanufactured exchange units for your technicians who have successfully completed the service training
- Training and certification for your technicians to diagnose product failures usually remotely, and facilitate an exchange with HP
- Phone-in technical assistance for your technicians. HP provides you with access to expert support personnel at our Customer Support Center at (208) 323-2551
- Support documentation, support manuals, service news articles, and product data sheets for HP fax products

**Opportunities to Earn Revenue.** As an HP Fax Service Provider, you can generate revenue selling your own on-site service contracts incorporating HP's repair services. You can sell HP's Express Exchange service independently or as part of your service contract.

If you choose not to stock exchange units and handle returns, you can market HP SupportPack. HP SupportPack is a three-year warranty product featuring HP's Express Exchange service for one-day replacement of defective units.

**Your Responsibilities:**

- Design and price your own support services for HP products
- Merchandise and sell support contracts to your customers
- Manage your support contracts
- Provide a help desk for your customers to call when they have problems
- Handle product warranty requests
- Stock all needed accessory parts and remanufactured exchange units
- Deliver high-quality support services to your customers

## Becoming an HP Fax Service Provider

All U.S. resellers who purchase fax products from a Hewlett-Packard authorized distributor are eligible to participate in the HP Fax Service Provider program. HP Authorized Dealers who have signed a current U.S. Dealer Channel Agreement are not eligible. Contact your HP sales representative if you are interested in qualification requirements to market HP products.

**How to Become a Service Provider:**

1. Obtain and complete HP's Fax Technical Support Solution Guide and submit the final exam to HP.
2. Sign a Parts Purchase Agreement contract with HP.
    a. Obtain a Parts Purchase Agreement contract from the HP Fax Service Provider Contract Administrator at (916) 785-8591.
    b. Send the following items to the address below. HP will send confirmation of your contract acceptance within ten working days.
        - Completed Parts Purchase Agreement contract
        - HP Fax Service Provider Identification Number (obtained from HP after successful completion of the Dealer Service Training)
        - Tax Certificate
        - Copy of business license
        - Brochure/catalog that describes your company's business

Mail the above items to: Hewlett-Packard Support Materials Organization

Attention: Contract Administrator
Hewlett-Packard Support Materials Organization
8050 Foothills Blvd.
Roseville, CA 95747

3. HP will provide you with an HP Fax Service Provider certificate and identification number.

**Note** Only U.S. HP fax resellers who have purchased new HP fax products through HP authorized distributors may obtain accessory parts and remanufactured exchange units. Repair parts are not available to resellers. (This program does not apply to authorized resellers of Hewlett-Packard personal computers, network products, and personal computer peripheral products who have signed contracts directly with HP.)

## Handling Repairs and Exchanges: HP's Repair Services

As an HP Fax Service Provider, you can customize your service contracts with the following repair services available from HP:

- Express Exchange service – defective unit permanently replaced next day
- Customer Return service – unit repaired by HP and reshipped within two days

**Express Exchange Service.** With HP's Express Exchange service, a defective unit is replaced the next day to minimize fax down time. You may supply, or arrange for your customer to receive, the remanufactured exchange unit. If you sell a same-day on-site service contract, you need to stock an exchange unit to fulfill this contract. If you provide next-day support, the replacement can be delivered to you or your customer. You may also choose to assist your customer in installing the replacement and returning the defective unit to HP.

During the warranty period, HP will pay for shipping to and from HP. Products with Express Exchange service are replaced the next day via premium air carrier. A pre-addressed, postage-paid mailing label, packing material and packaging tape are included with each exchange unit for mailing the defective unit back to HP in the same shipping container. The current list prices for Express Exchange service and repair charges are available on the HP FIRST fax retrieval system (800) 333-1917.

*Your Responsibilities*

You are responsible for the return to the HP Corvallis Service Center of any defective unit that you have replaced through the HP Express Exchange service.

*Executing Express Exchange Service*

1. After you have determined that a customer's unit is defective, contact the HP Corvallis Service Center at (503) 750-2035.

2. Provide your technician's HP Fax Service Provider identification number, as well as information about your dealership and customer location if necessary. A purchase order number or valid credit card number will be required as collateral for the defective exchange unit (value will be the HP list price of the product).

3. HP will send the replacement unit to the location you designate (your dealership or the customer's site). The replacement unit will be sent out that day via premium air carrier if your technician calls before 4:00 pm Pacific Standard time.

4. Once the replacement unit is received, you or your customer return the defective unit to the HP Corvallis Service Center using the mailing materials shipped with the replacement unit.

**Customer Return Service.** Customers may have their unit repaired by HP and returned to them. You may choose to return the unit to HP for your customer, or have your customer ship it directly to HP. Repair time is two working days(shipping time excluded). If the unit is out of warranty, there is a per-incident charge for this repair. The current list prices for repair charges are available on the HP FIRST fax retrieval system (800) 333-1917.

*Facilitating Customer Return Repair Service*

1. Contact the HP Corvallis Service Center in Oregon at (503) 750-2035 for instructions for packaging and shipping the unit. If the unit is under warranty, HP will send you a package of pre-addressed, postage-paid mailing labels.

2. Once HP returns the repaired unit, you may choose to assist your customer in reinstalling the unit.

## Service Contracts from HP

If you choose not to provide support services, you may refer your customers directly to Hewlett-Packard, or market HP's enhanced warranty. HP SupportPack is a two-year warranty enhancement with Express Exchange service. HP SupportPack enhances the normal warranty for an additional two years, for a total of three years. You may purchase HP SupportPack through your distributor to market to your customers. HP SupportPack must be purchased by customers within thirty days of their fax purchase.

Three types of service contracts for out-of-warranty support are available directly from HP:

1. Express Exchange.
2. Return to HP.
3. On-site Service at any time.

The service contracts become valid 31 days after the purchase. Additional information is available from HP Service Agreement Information and Sales at (208) 553-4747. These service contracts may only be purchased from HP and are not available for resale by HP Fax Service Providers.

## Ordering Information

**Training Material.** A list of available training materials and accessory parts is available by calling the HP FIRST fax retrieval system (800) 333-1917. Questions about this information are handled by the HP Customer Support Center at (208) 323-2551.

**Accessory Parts and Remanufactured Stocking Units.** As part of the HP Fax Service Provider Program, HP sells exchange units and accessory parts to facilitate the service that you provide to your customers. Orders can reach you as quickly as the next day, or by standard four day delivery.

**Parts Policies**

*Eligibility*

To be eligible to purchase remanufactured exchange units and accessory parts at a 35% discount, you must become an HP Fax Service Provider. See, "Becoming an HP Fax Service Provider" above.

*Accessory Replacement Parts*

HP offers replacement accessory parts only for HP fax product parts which customers may have lost or broken. A remanufactured exchange unit is available when it has been determined that the customer's unit is defective. Replacement repair pats for defective units are not available.

Standard delivery time for accessory parts and remanufactured exchange units is four days. One-day delivery is available for a nominal fee. HP Fax Service Providers receive a 35% discount on accessory parts and exchange units.

*Inventory Rebalancing*

HP enables resellers to rebalance their inventories by allowing 180 days for parts to be returned. Parts must be returned unused and in the original or suitable packaging. Returns are credited at the current price less a restocking fee of five percent or $25, whichever is higher. All credits for returns in this category are used to offset any sums owed HP and the remaining balance, if any, is refunded to the reseller in the form of credits to their accounts.

*Reseller Discount*

HP sells parts at a 35% discount to resellers with technicians who are HP Fax Service Providers. The discount applies only to the accessory parts and remanufactured exchange units for which the technician is specifically authorized.

*Expedited Shipments*

In addition to four-day standard delivery, HP offers expedited shipment of replacement and exchange orders. For a nominal handling fee per item, HP will ensure next-working-day delivery or urgently needed accessory parts and exchange units (subject to part availability at HP). Request "hotline" delivery at the time you place your order. Hotline charges are not reimbursable.

*Use of HP-Supplied Parts*

Only HP-supplied parts are to be used for supporting HP products. All remanufactured exchange units are only for use in supporting HP products and are not to be sold separately.

*Export Regulations*

These parts are subject to U.S. export control regulations. No parts supplied by HP to you in the U.S. are to be exported, regardless of the intended use of the parts.

*Minimum Order*

The minimum order size for parts or tools is $20.

*Parts Warranty*

HP parts are under warranty against defects in material and workmanship for 180 days from the date of shipment from HP. Remanufactured exchange units are warranted from the date of installation at an end-user's site, for a period of 90 days or the remainder of their current product warranty, whichever is greater.

## How to Order Replacement Parts

1. Determine which parts to stock or replenish.
2. Place your order by contacting HP's Parts Direct Ordering Group at (800) 227-8164 between 6:00 am and 5:00 pm PST.

3. Provide HP with the following information:

    - Your company name and HP Fax Service Provider identification number
    - The part numbers and quantities you want to order
    - Your full name and telephone number
    - Your purchase order number

Unless you request hotline expedited shipment, you should receive your order within four working days, followed shortly by an invoice.

# FAX GLOSSARY

This glossary lists terms and their associated descriptions to help identify the context in which the terms are used. The term with associated variations is followed by the description of the context.

### 300 dpi

300 dots per inch, horizontally and vertically, the highest resolution settings on the HP fax machines covered in this guide.

### 32-transaction journal

A report showing the last 32 sending and receiving transactions of a fax machine.

### A4

A standard paper size used outside the United States. Its dimensions are 210 mm by 297 mm (8.27 in by 11.7 in).

### access code

See *fax access code*.

### ADF

An acronym for Automatic Document Feeder. The ADF is used for processing documents to be sent or copied.

### ADF door

The cover to the ADF mechanism, scanning glass, and scanning plate.

### ADRS

An abbreviation for the word address. For example; The fax machine address is unknown.

### ASF

An acronym for Automatic Sheet Feeder. The ASF is used to move paper from the paper supply underneath the print cartridge so that the received image or the image to be copied can be printed on the paper.

### Attended Mode

An operating mode which requires user presence and action for communications.

### AUTO

An abbreviated form of the word automatic. For example; The communication journal will be automatically printed after 32 transmissions when fax parameter 13 is set to option 2.

### automatic document feeder (ADF)

The mechanism that delivers one page at a time to the scanner from a stack of up to 20 document pages

### automatic fax reception mode

A mode in which the fax machine expects to receive only document transmissions. In this mode the fax machine answers all calls as if they were from another fax station, regardless of whether an answering machine is connected.

### automatic print reduction

A feature of the fax by which an incoming image is reduced to fit within the printable region of the paper supply. See also *reduction ratio*.

### automatic sheet feeder (ASF)

A name for the collection of mechanical components that guide a sheet of paper from the paper supply through the ASF moving parts and beneath the print cartridge.

### back cover

The cover to the fax machine printer mechanism.

### battery, Configuration Memory Backup

When fully charged, this battery maintains configuration information (such as fax parameters, and phone numbers) for at least ten days after power failure or power turned off. It takes 48 hours to fully recharge this battery.

### bond paper

High-quality paper suitable for recording facsimile images.

### BPS

Bits-per-second. Refers to the speed of data transmission. A measure of the rate at which bits are transferred on a data channel.

### broadcasting

Refers to the transmission of a document to multiple stations at the same time.

### carrier frequency

Main frequency upon which the modulation scheme is based.

### CCD

Charge-coupled device. A type of solid-state photoelectric device used in scanners for converting the optical content of the original image into an equivalent electrical signal.

### CCITT

The Consultative Committee on International Telegraph and Telephone, an organization that develops international communication standards.

### CED*

Called station identification. This control signal has a frequency of 1100 Hz.

### CFR*

Confirmation to Receive.

*****CCITT signal for Group 3 transmission. For more information, see Group 3 standards documentation.

**chart No. 1**

An industry standard test image to compare the transmission speed and capabilities of facsimile machines. The chart is patterned after a two-paragraph business letter.

**CIG***

Calling subscriber identification.

**CNG***

Calling tone. This signal has a frequency of 1100 Hz.

**code**

A code is a string of alphabetic and/or numeric characters (a word or expression) used to establish security. May also be referred to as a password.

**coding scheme**

The data compression method used by fax machines. The schemes available on HP fax machines are Modified Read, Modified Huffman, and Modified Modified Read.

**Communication COMM.** (abbreviation)

The sending and receiving of documents between fax stations.

**Communication Journal**

A record from the fax machine of the most recent transaction initiated (transmission and polling). This journal can be printed automatically.

**Confidential CONF.** (abbreviation)

Confidential refers to the controlled access to certain fax machine functions or transactions. User set as required.

**contrast**

Refers to the relative difference of light and dark areas of documents. The user can compensate for the contrast of a document being sent by altering the setting of fax parameter 1.

**Contrast**

A control-panel button on the HP FAX-900 and FAX-950 that lets you specify the contrast for the next transmission. The analogous button on the HP FAX-200 and FAX-310 is labeled Original.

**control panel**

The area at the top of the fax machine that contains the function buttons, numeric keypad, one-touch keypad, and message window.

**control signal**

Signals produced or received by the fax machine that allow communication to occur between fax machines.

*****CCITT signal for Group 3 transmission. For more information, see Group 3 standards documentation.

### Copy/List

A control panel button that lets you copy a document and clear previous input when performing an operation or setting up a function.

### CPU

Central Processing Unit.

### CRP*

Command Repeat.

### CSI*

Called Subscriber Identification.

### CTC*

Continue To Correct.

### CTR*

Continue To correct Response.

### current

Refers to the present status. For example, the current dialing mode you are in only allows for three individual numbers.

### current settings

The customized parameter options as you last set them. See also *factory settings*, *options*, *parameters*, and *temporary settings*.

### cut-edge condition

Refers to the condition of paper edges, a factor that can affect paper feed.

### DAA

Data Access Arrangement. See LCU.

### DCN*

Disconnect.

### DCS*

Digital Command Signal.

### Daylight Time

Refers to the ability of the fax machine to automatically set machine time according to Daylight Savings Time. Can be enabled or disabled by the user through fax parameter 35.

### dedicated fax machines

See *standalone fax machines*.

*****CCITT signal for Group 3 transmission. For more information, see Group 3 standards documentation.

**deferred transmission DEFF** (abbreviation)

Refers to the deferral or time-delay of a transmission. Users can defer transmissions to a later time in order to benefit from less expensive night-time phone rates or adjust for time zone differences.

**Dial/Space**

A control-panel button that lets you initiate dialing of a telephone number, enter a space in the message window, or initiate a voice contact request.

**digitize**

The process of converting a hard copy image to a binary representative of ones and zeroes.

**destination**

Refers to the fax station being called or transmitted to.

**dialing method**

Refers to a user selectable means of dialing a phone number (direct dialing, one-touch dialing, speed dialing, etc.).

**dialing mode**

Refers to a mechanical method of dialing (pulse or tone). Pulse dialing is also known as rotary dialing where electro-mechanical pulses denote the dialed digits versus an audible tone signal.

**direct dialing**

A method of dialing in which you press the [Dial/Space] button and manually dial a telephone number on the numeric keypad.

**directory cover**

A plastic cover over the directory sheet on the control panel.

**Directory Sheet**

Refers to a printed listing of information, such as the one-touch directory.

**DIS***

Digital Identification Signal.

**document**

Refers to the entire message that is to be transmitted, copied, or received.

**document end feed**

The distance a page travels in the scanner once the scanner sensor detects the end of the page.

**document IN tray**

A tray that attaches to the fax to support the original document.

***CCITT signal for Group 3 transmission. For more information, see Group 3 standards documentation.

### document memory capacity

The amount of information that a fax machine can store in memory. The HP FAX-200 and HP FAX-900 store up to 12 pages depending on the density of the text. The HP FAX-310 and HP FAX-950 store up to 28 pages depending on the density of the text.

### document OUT tray

The place on a fax machine where original documents are placed after they are scanned.

### document top feed

The distance a page travels in the scanner before the scanning process starts once the scanner sensor detects the top of the document.

### dpi (dots per inch)

A measurement of the resolution of a scanned document. See also *resolution.*

### DTC*

Digital Transmit Command.

### DTMF

Dual Tone Multi-Frequency. A method of generating two frequencies to encode dialing buttons. This operation is sometimes call touch tone or push button dialing.

### ECM*

Error Correction Mode.

### EEPROM

Electrically Erasable Programmable Read-Only Memory.

### EOL*

End Of Line.

### EOM*

End of Message.

### EOP*

End of Procedure.

### EOR*

End Of Retransmission.

### EP

Echo Protect tone.

### ERR*

End of Retransmission Response.

*****CCITT signal for Group 3 transmission. For more information, see Group 3 standards documentation.

**Error Correction Mode** **ECM** (abbreviation)

Refers to the fax machine's ability to automatically resend pages of a document that did not transmit correctly due to telephone line problems.

**facsimile machine**

Equipment that electronically transmits an image of a document form one location to another.

**factory settings**

The original "standard" parameter options, as set when a fax machine is shipped. See also *current settings, options, parameters,* and *temporary settings*.

**fallback**

The ability to automatically transmit at a slower speed if transmission errors occur or to slow down the sender.

**FAST**

Refers to the print mode where the message being printed is processed faster, using less ink. For example; a fax machine uses less ink when printing in the FAST print mode.

**fax**

An acronym commonly used for the word facsimile. A fax or facsimile is the document transferred from one fax machine to another.

**fax access code**

A code that can be set by the user to prevent unauthorized operation of the fax machine.

**Fax Parameter List**

A list that shows the current and standard parameter settings for a fax machine.

**FAX/TEL SW.**

An acronym used to describe the switching ability of the fax machine when distinguishing between fax and voice calls. The user can enable the mode through fax parameter 15. Used in the attended operating mode.

**FCC**

See *Federal Communications Commission.*

**Federal Communications Commission (FCC)**

A U.S. government organization that regulates communications originating or terminating in the United States.

**FIF***

Facsimile Information Field.

***CCITT signal for Group 3 transmission. For more information, see Group 3 standards documentation.

### file

Refers to a particular item or document stored in the fax memory. As documents are stored for memory transmission, they are assigned a sequential file number. A file report can be printed listing files currently stored in memory.

### fine

Refers to resolution setting used for detailed text documents and illustrations. For example; For illustrations, use FINE resolution to obtain a better image.

### finishing dimensions

The length and width of a page, how squarely it is cut, and how closely it adheres to the stated size.

### fixed print reduction

A feature that allows the specification of a fixed reduction ratio for all incoming documents. See also *reduction ratio.*

### FLASH

A network control signal providing a momentary hook-on signal. It is used to activate optional telephone services.

### footer

Test included near the bottom of a transmitted document, specifying the total page count.

### FTT*

Failure To Train.

### G3

See *Group 3*.

### GC*

Group Command.

### GPM

Graphics Print Mechanism. A thermal inkjet device inside the HP Fax machines described in this guide that prints transmitted images, reports, lists, and copies of documents. This mechanism is similar to the mechanism found in the HP DeskJet family printers.

### grain

The alignment of the paper fibers. In long-grain paper, fibers run parallel to the *length* of the paper; in short-grain paper, fibers run parallel to the *width* (perpendicular to the length) of the paper.

### Group 3 (G3)

A collection of items, usually similar. For example; Group 3 fax machines comply with certain regulatory constraints.

*****CCITT signal for Group 3 transmission. For more information, see Group 3 standards documentation.

**halftone**

Refers to the printing process in which gradation of tone is obtained. Also a label for a control-panel button that allows an HP FAX-200 or FAX-310 fax machine to distinguish up to 32 levels of gray from black and white. A button labeled *Photo* performs a comparable function in the HP FAX-900 and FAX-950.A

**HDLC**

High Level Data Link control.

**header**

The top portion of the document where the date, time, logo and identification information is printed.

**home**

Refers to a defined starting position (as in homing a cursor or returning to the home position in memory). For example, to enable memory to return to the home position, set fax parameter 05 to option 2.

**ID**

An abbreviation for the word identification.

**I/F**

An acronym for the word interface.

**image memory capacity**

See *document memory capacity.*

**image reduction**

See *automatic print reduction,* and *fixed print reduction*. See also *reduction ratio*.

**INCOMP.**

An abbreviation for the word incomplete.

**Individual Transmission Journal**

A report containing information about the last document sent from a fax machine.

**invalid**

Refers to a state or condition of being inactive or deactivated.

**journal** **JRNL** (abbreviation)

Refers to the printouts of various fax machine functions. For example, the communication journal is a printed listing of the last 32 transactions processed by the fax machine. See also *32-Transaction Journal*.

**Key/Buzzer volume**

Refers to the loudness or volume of the keys (buttons) when pressed and the beep (tone). Can be user set through fax parameter 19 for the HP FAX-200 and FAX-310. Can be user set through fax parameter 10 for the HP FAX-900 and FAX-950.

*****CCITT signal for Group 3 transmission. For more information, see Group 3 standards documentation.

### keypad

See *numeric keypad*.

### LCS*

Line Conditioning Signal

### LCU

Line Control Unit. This PCA (Printed Circuit Assembly) inside the fax machine contains the hardware to connect the fax machine to the telephone.

### LIU

Line Interface Unit. See LCU above.

### logo

A company name or other identification which can be included in the header of documents that are sent.

### manual reception mode

A mode in which a fax machine treats all calls as voice calls. All calls must be answered manually.

### MCF*

Message ConFirmation.

### memory (Abbreviation is MEM)

Refers to the fax machine's internal memory or storage capability.

### memory reception

The ability of a fax machine to store an incoming document in memory for printing at a later time.

### memory transmission

A transmission method where the entire document is loaded and stored into fax machine memory before being transmitted. After the last page is stored, the dialing sequence automatically starts.

### message window

The display area on the control panel that shows messages, prompts, and status information.

### modem

A device that converts signals from a fax machine into signals that can be transmitted over telephone lines and vice versa.

### Modified Huffman, Modified Modified Read, and Modified Read

Names for three coding schemes for compressing data used by the HP fax machines described in this guide.

### moisture content

The ratio of moisture to the dry mass of paper. This varies for different types of paper and may change considerably if open paper is subjected to temperature and humidity extremes.

*****CCITT signal for Group 3 transmission. For more information, see Group 3 standards documentation.

**MPS***

Multi-Page Signal.

**multifile transmission**

Refers to the fax machine's ability to send several documents to different stations at the same time.

**NO.** (singular) **NOS.** (plural)

NO. is an abbreviation for the word number. Does NOT denote a negative response.

**name**

Refers to the alphabetic identifier assigned to a fax station. For example; The station name is HPFAX.

**NO. of stations**

Refers to the quantity of stations to be used in the task being performed. Does NOT refer to the phone number of a station nor act as an identifier. For example; Enter the number of stations to be called.

**Normal**

Refers to a common or routine conditional state of operation. For example; Normal contrast is used for common everyday fax reception not involving light or dark originals.

**Not Registered**

A term used to indicate that a particular entry (one-touch or speed dial number) does not have any information stored in memory for that entry.

**NSC***

NonStandard facilities Command.

**NSF***

NonStandard Facilities.

**NSS***

Non-Standard Setup.

**number** (singular) **numbers** (plural)

Refers to a single numeric digit (as in the number 2), or series of numeric digits (as in a telephone number having several digits).

**numeric ID**

A number of up to 20 digits which identifies the fax machine and which can be displayed on a compatible receiving machine.

**numeric keypad**

The group of numeric keys on the fax machine's control panel.

*CCITT signal for Group 3 transmission. For more information, see Group 3 standards documentation.

### OFF

Refers to a state or condition of being deactivated or disabled or power is not applied.

### off-hook dialing

The manual dialing of a telephone number with the attached telephone off the hook. Off-hook dialing is typically used when you want to tell someone at another station to set up for a document transmission.

### OGM LENGTH

OGM is Outgoing Message Length. It refers to the length of time used for an outgoing message recorded on an answering machine. For example; “Hello, this is me. I am not able to answer the phone right now. Please leave a message.” The length of time can be set by the user through fax parameter 18.

### ON

Refers to a state or condition of being activated or enabled or power is applied.

### one-touch ONE-TCH (abbreviation)

One-Touch refers to an abbreviated dialing method. Specifically, it implies that one touch (press) of a particular key will dial the receiving station. It is a very quick and simple way of dialing other fax machines (stations). Each one-touch key (button) accesses a telephone number and associated station name which are programmed into the fax machine memory by the user. To use a one-touch key (dial a one-touch number), the user must press the appropriate “One-Touch” button. The one-touch key, programmed by the user, identifies the phone number (station) being called. After pressing the one-touch key, the fax machine automatically starts the dialing sequence.

### one-touch dialing

A method of dialing in which a single number on the one-touch keypad is pressed to dial a telephone number.

### one-touch keypad

One-touch keys on the control panel that are preset to dial a telephone number.

### One-Touch/Speed List

A list of the name or station assigned to each one-touch and speed-dial number defined on your fax machine.

### OOPS flag

Out-Of-Paper Sensor flag detects the leading and trailing edge of the paper like the scanner read sensor does. A paper jam (info code 002) is generated if the OOPS flag detects paper at the print cartridge and the pivoting platen after an attempt to eject paper.

### opacity

The degree to which a page “hides” printed matter on its reverse side and on adjacent sheets.

### options

The values to which a parameter can be set. See also *current settings*, *factory settings*, *parameters*, and *temporary setting*s.

### OP CALL TIMER

OP Call Timer is Operator Call Timer. It refers to the length of time used by the fax machine to wait to hear the fax tone signal. The length of time can be set by the user through fax parameter 18 for the HP FAX-900 and FAX-950.

### Original

A control-panel button on the HP FAX-200 and FAX-310 that lets you specify the contrast for the next transmission. The analogous button on the HP FAX-900 and FAX-950 is labeled Contrast.

**page** (singular) **pages** (plural)

Refers to one single-sided sheet of a document. A document can have several pages.

### paper IN tray

The tray in your fax machine that contains the paper supply.

### paper IN tray extender

A slide-out panel on the paper IN tray that accommodates paper longer than 11 inches.

### paper OUT tray

The tray where received fax messages and copies are placed after they are printed.

### paper size guides

Guides placed in the bottom of the paper tray in the HP FAX-900 and FAX-950 to accommodate the width of the paper to be used.

### paper width adjustment lever

A lever (in the HP FAX-200 and FAX-310) that is adjusted to accommodate the width of the paper in the paper IN tray.

**parameter** (singular) **parameters** (plural) **PARA** (abbreviation)

Refers to the characteristic(s) of a function. For example; Fax parameter 1 has 3 choices pertaining to contrast.

### password

A password is a string of alphabetic and/or numeric characters (a word or expression) used to establish security. It is used by authorized persons to gain access to information. May also be referred to as a code.

### PBX

PBX = Private Branch Exchange. A telephone switchboard system designed to handle multiple telephone lines.

### PCA

Printed Circuit Assembly. A circuit board with electronic parts mounted on it.

### pels

Picture elements; a horizontal resolution density element that corresponds with the number of photosensors in the charge-coupled device.

### Photo

Refers to print speed and density for photograph quality printing. Also a label for a control-panel button that allows an HP FAX-900 or FAX-950 fax machine to distinguish up to 64 levels of gray from black and white.

**photocopy paper**

a grade of paper characterized by its good color, brightness, cleanliness, smooth finish, heat stability, and resistance to curling.

**PIN***

Procedure Interrupt Negative.

**PIP***

Procedure Interrupt Positive.

**PIS***

Procedure Interrupt Signal.

**polling** **POLL** (abbreviation)

Refers to the fax machine's ability to contact other fax machines in order to retrieve a document. Can be used to get a document instead of waiting for it to be sent. Advance notice to the other machine is required for set-up. A password may also be required.

**polling password**

A four-digit code that allows the polling of a secure document.

**power failure report**

A report that specifies which files have been lost during a power outage.

**Power light**

The light on an HP FAX-200 or FAX-310 fax machine that indicates that the machine has been switched on.

**PPR***

Partial Page Request.

**PPS***

Partial Page Signal.

**pressure adjust lever**

The lever on an HP FAX-900 or FAX-950 automatic document feeder that can be set to allow the correct feeding of document pages into the fax machine scanner.

**pressure plate switch**

a switch on the automatic document feeder that can be adjusted to allow the correct feeding of document pages into the fax machine scanner.

**PRI-EOM***

Procedure Interrupt - End Of Message.

***CCITT signal for Group 3 transmission. For more information, see Group 3 standards documentation.

**PRI-EOP***

Procedure Interrupt - End Of Procedure.

**PRI-MPS***

Procedure Interrupt - Multi-Page Signal.

**PRI-Q***

Procedure Interrupt - Q.

**print cartridge**

A cartridge that holds the ink used by a fax machine.

**printable area**

The fax machines printable area. Printable areas for the HP fax machines described in this guide are defined in chapter one.

**program** **PRG** (abbreviation)

Refers to the task of entering and storing information into the fax machine.

**program list**

A list of the names and telephone numbers assigned to each program key (P1, P2, P3, or P4).

**programmed dialing**

A method of dialing in which a program key (P1,P2,P3, or P4) on the one-touch keypad is pressed to dial a sequence of telephone numbers.

**PSTN**

PSTN = Public Switched Telephone Network. A telephone system comprised of voice quality telephone lines.

**Pulse (Dialing)**

Refers to the electro-mechanical pulse method of dialing used by various telephone systems. Pulse dialing is also known as rotary dialing.

**QUALITY**

Refers to the print mode where the message being printed is processed at the best print quality.

**RAM**

Random-Access Memory.

**RCV** **RCV'D** (past tense)

RCV is an abbreviation for the word receive.

**receive**

The process of accepting a transmission from another fax machine.

*****CCITT signal for Group 3 transmission. For more information, see Group 3 standards documentation.

**record** **REC** (abbreviation)

REC is an abbreviation for the word record. It refers to the historical data file regarding already processed documents. For example; A record of the last 32 transactions can be printed using the communication journal printout.

**recording paper**

The plain paper on which a fax machine prints incoming documents, report, lists, and copies.

**REC. paper size**

Refers to the paper size loaded into the paper supply tray of the fax machine. Can be user set for Letter (8 1/2 x 11), Legal (8 1/2 x 14) or A4 (210mm x 297mm).

**redial count**

The number of times the fax machine attempts to redial a telephone number.

**redial interval**

The time between automatic redialings.

**Redial/Pause**

A control-panel button that lets you redial the last telephone number entered or store a pause in a telephone number.

**reduction ratio**

The size ( as a percentage of the size of the original) at which the received image (or copy) is printed. See also *automatic copy reduction, automatic print reduction, fixed copy reduction,* and *fixed print reduction.*

**relay** (Abbreviation is **RLY**)

Means to pass a message along from one station to another.

**relay network**

A group of facsimile machines (or stations) programmed to communicate by way of a relay station.

**relay station** **relay STN** (abbreviation) **RLY STN** (abbreviation)

A relay station is an intermediate station used to transfer (relay) a message from one station to another.

**relayed transmission**

A form of transmission used in a relay network. With relayed transmission, a document is sent to a relay station which sends the document to another relay station or to its final destination.

**relay transmission result report**

The report returned by each relay station that handles a document as it is routed to its destination.

**Remote Receive** (Abbreviation is **Remote RCV**)

Refers to the use of an extension phone in receive mode. Can be user enabled or disabled through fax parameter 47.

**reserved transmission**

A transmission that is set up to begin as soon as the fax machine finishes the current operation.

**resolution**

The number of dots scanned or printed per inch. Your fax machine scans horizontal and vertical resolutions separately. The image quality increases as the number of dots per inch increases.

**Resolution**

A control-panel button that lets you select the scanning resolution for the next transmission.

**result report**

See *relay transmission result report*.

**RETURN** **RTN** (abbreviation)

To go back to a previous menu item, state or condition.

**ring detect**

The number of times the fax machine rings before answering the call.

**ring pattern**

Refers to the use of distinctive ringing patterns for identifying types of incoming calls (voice, fax, or even a specific pattern assigned to individuals. Usually requires dedicated phone lines. Must be used in conjunction with services offered by local phone companies.

**RLY**

Abbreviation for the word relay, which means to pass a message along from one station to another.

**RR***

Receive Ready.

**RTC***

Return To Control.

**RTN***

Retrain Negative.

**RTP***

Retrain Positive (PIP if during a voice request). A response from a receiving unit indicating that a document has been received with marginal quality. Retrain before sending next page.

**SAVE**

Means to store or retain a file in memory until used. See also STORE.

*****CCITT signal for Group 3 transmission. For more information, see Group 3 standards documentation.

### scan scanning

Refers to the optical process the fax machine uses to read the document information for transmission or copying.

### scanner

The part of your fax machine that converts a document into an electronic image suitable for transmission.

### scanning glass

The part of the scanner through which a document is read.

### scanning method

The method the scanner uses to digitize the original document for transmission. The HP fax machines described in this guide use the charge-coupled device method of digitizing documents.

### scanning plate

A scanner part that holds the original document close to the scanning glass as the document movers through the ADF.

### selection

Refers to an option or choice that the user invokes. For example, the current selection contains one parameter.

### select mode

A sequence (Advanced Functions) that allows the operator to turn various features on or off for the next transaction. The features that can be changed in the select mode are the communication journal, password transmission, receive-to-memory, and error correction mode.

### Self Test

Refers to the automatic diagnostic routine performed by the fax machine when turned ON.

### semi-dual access

The ability of the fax machine to send or receive a fax while a received fax is still printing.

### setting

Refers to a function or option selection (as in a certain position or choice of uses). For example, the setting of fax parameters can be set to ON or OFF.

### shared reception mode

A mode in which the fax machine distinguishes between document transmissions and voice calls, handling calls from fax stations and passing voice calls to either the handset or an attached answering machine.

### silent detection

Refers to the fax machine's ability to react to undetected fax signals. Can be enabled or disabled by the user through fax parameter 12 in the HP FAX-200 and FAX-310. Can be enabled or disabled by the user through fax parameter 20 in the HP FAX-900 and FAX-950.

### skew

The way an image prints in relation to the paper. The borders of a skewed image do not run parallel to the edges of the paper.

### smoothing

Refers to the process of improving print quality of faxes sent at standard or fine resolution.

### speed dialing

A method of dialing in which you press the Speed Dial button and enter a two-digit code to dial a telephone.

### **speed No.** (singular) **speed Nos.** (plural)

Speed number(s) refers to an abbreviated dialing method. It is a speedy (fast) way of dialing other fax machines (stations). Each speed dial number consists of a telephone number and associated station name which are programmed into the fax machine memory by the user. To use a speed dial number, the user must press the "Speed Dial" button and then enter a two-digit speed dial code. The two-digit speed dial code, programmed by the user, identifies the phone number (station) being called. After entering the code, the fax machine automatically starts the dialing sequence.

### stamp

Refers to the stamp that places a stamp mark used to indicate that a page has been successfully transmitted. The stamp can be activated or deactivate by the user. The stamp is present only in the HP FAX-310 and FAX-950.

### standalone fax machines

Fax machines that have the scanner, the printer, and the modem integrated into one machine are standalone fax machines. All of the HP fax machines covered in this guide are standalone fax machines.

### Standby Mode

In this mode, the fax machine is idle, ready for transmission or reception. The message window displays the date and time.

### **standard** (Abbreviation is **STD**)

Refers to the resolution setting used for typical text documents.

### standard resolution

The industry standard for standard resolution is 203 dpi by 98 dpi. It is the lowest resolution setting on your fax machine.

### standard settings

See *factory settings*.

### standby mode

The mode in which the fax machine is idle (ready for transmission or reception). When the fax machine is in standby mode, the message window displays the date and time.

### Start

A control panel button that begins setup of a particular function, begins an operation, or confirms a selection.

### **station** (Abbreviation is **STN**)

A station is a fax machine, usually referring to the destination (receiving) fax machine being called.

### station name

Refers to the name (company name or alphabetic characters) used to identify a fax station. Both the sending and receiving fax stations use station names for identification purposes.

### station number

Refers to the telephone number of a fax machine (usually referring to the receiving station or machine being called).

### STD

Abbreviation for the word standard. Refers to the resolution setting used for typical text documents.

### Stop

A control-panel button that stops the current activity and returns the machine to standby mode.

### STORE

Means to save or retain a file in memory until used. See also SAVE.

### stored documents

Documents that have been received or copied into a fax machine's memory.

### substitute reception (Abbreviation is **substitute RCV**)

Refers to the ability of the fax machine to save incoming fax calls if unable to immediately print the received fax due to an out of paper or ink condition. If fax parameter 17 is set to Valid in the HP FAX-200 and FAX-310, the machine will store the message if the machine has run out of paper or ink. If fax parameter 22 is set to Valid in the HP FAX-900 and FAX-950, the machine will store the message if the machine has run out of paper or ink. The message can be printed after correcting the condition. If set to Invalid, the fax call is not answered if out of paper or ink.

### TAM

Telephone Answering Machine.

### TAM I/F

A term used for Telephone Answering Machine Interface. The user can set the fax machine for TAM I/F through fax parameter 16. Used for unattended operating mode.

### TCF*

Transmit Confirm.

### TEL

An abbreviation for the word telephone.

### telephone mode

See *manual reception mode*.

*****CCITT signal for Group 3 transmission. For more information, see Group 3 standards documentation.

**telephone number** **Tel. No.** (abbreviation)

The numeric sequence of digits assigned to a fax machine or telephone. Used for dialing to connect to other party.

### temporary settings

Changes (to parameters) made at the control panel and affecting a single transmission. Parameters return to their current settings after that transmission. See also *current settings, factory settings, options*, and *parameters*.

### timed communications

See *deferred transmission, deferred polling*.

### tone (dialing)

Refers to the audible tone method of dialing used by various telephone systems.

### train

(verb) To perform a procedure called training to calibrate the fax machine scanner. During the training procedure, the scanner scans a standard image on a scanner training card. A program internal to the fax machine analyzes the image and compares it to an internal mathematical model to establish certain variables used by the scanner. Training is done only at an HP centralized repair facility.

### training

(noun) See train for a description of this procedure.

### transaction journal

See *32-transaction journa*l.

### transmission password

A fax parameter (PASSWORD–XMT) that is compared against the transmission password of a receiving station before the HP FAX-310 or HP FAX-950 fax machine transmits a document.

### transmission settings

Control panel buttons that let you temporarily change parameter settings, such as Original and Resolution, for a single transmission.

### transmit

The process of sending a fax to another fax machine.

### TSI*

Transmitting Subscriber Identification.

### TX or Tx

TX is an abbreviation for the word transmit. See also XMT. Tx is an abbreviation for the transmit mode.

*****CCITT signal for Group 3 transmission. For more information, see Group 3 standards documentation.

### type

Refers to a style or method (species). For example, the type of transmission used, memory or direct, is up to the user.

### unattended mode

An operating mode usually associated with the use of an answering machine. Allows unattended operation to receive voice and/or fax calls.

### valid

Refers to a state or condition of being active or activated.

### verification stamp

A small mark printed on each page of a document as it is scanned for transmission, and the stamp inside the fax machine scanning mechanism that makes the mark.

### wax pick

A measure of the surface strength of a sheet of paper. Wax pick characterizes the resistance of the surface layer of a sheet to the breakaway of surface fragments.

### XMT

XMT is an abbreviation for the word transmit. See also TX.

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